

Job Description Business Support Officer

Post Title:		Business Support Officer
Location:		Hybrid with part of the week based at the Hub (Chessington School)
Purpose:		<p>The Business Support Officer plays a key role in ensuring the smooth and efficient running of the Trust’s central operations. The postholder will provide high-quality organisational, administrative and project support to the Executive Team, while leading on the Trust’s communications, marketing, and brand development.</p> <p>This role requires excellent organisational skills, strong attention to detail, the ability to communicate confidently with a wide range of stakeholders and proficiency in advanced design work. The postholder will promote the Trust’s values and achievements through clear, consistent, and engaging messaging, contributing to a professional and cohesive Trust identity.</p>
Reporting to:		Director of People and Operations
Responsible for:		N/A
Liaising with:		Internal: Executive Team, Headteachers
Salary/Grade:		
Disclosure level		Enhanced
MAIN (CORE) DUTIES		
Executive Team Support		<ul style="list-style-type: none"> ● Provide comprehensive administrative support to the Executive Team, including diary coordination, meeting preparation, and organisation of briefings and information packs. ● Anticipate upcoming priorities and identify information or support the Executive Team may need in advance. ● Coordinate executive and Trust-wide meetings, including scheduling, preparing agendas, circulating papers, minute-taking, and tracking action points. ● Assist with preparing presentations, reports, policies and project documentation. ● Develop, maintain and improve efficient administrative systems and processes for the Executive Team. ● Coordinate and support Trust events, including planning, logistics and communication. ● Handle confidential and sensitive information with the highest levels of discretion and professionalism.

Marketing and Brand development		<ul style="list-style-type: none"> ● Lead the development and implementation of the Trust’s social media and digital engagement strategy. ● Create, write, edit and publish content across the Trust website, social media channels and digital platforms. ● Ensure consistent brand identity and messaging across all Trust communications and materials. ● Produce marketing collateral such as newsletters, brochures, event materials, and impact reports. ● Manage updates to the Trust website, ensuring content is accurate, compliant and engaging. ● Monitor digital analytics and provide insight reports to inform marketing strategy. ● Liaise with schools and key colleagues to source and develop high-quality content. ● Work with external designers, photographers, and suppliers where needed.
Communications		<ul style="list-style-type: none"> ● Support the development of the Trust’s internal and external communication channels. ● Draft, edit and circulate staff announcements, internal newsletters and key updates. ● Maintain relevant mailboxes, ensuring timely and professional responses. ● Support public relations activity and ensure clear and consistent messaging aligned with Trust values. ● Uphold strong communication standards across schools, offering advice and support where needed.
Project and information support		<ul style="list-style-type: none"> ● Support Trust-wide projects by coordinating tasks, tracking progress and preparing updates or reports. ● Conduct background research, gather data and prepare information for Executive Team briefings. ● Liaise with school leaders and administrators to collate information needed for Trust operations, reporting or initiatives.
Stakeholder engagement		<ul style="list-style-type: none"> ● Act as a professional first point of contact for internal and external stakeholders. ● Build positive working relationships with Headteachers, school staff, suppliers, partners and visitors. ● Coordinate stakeholder queries and information requests, ensuring timely and accurate responses.
Other Specific Duties:		
<p>To continue personal development as agreed.</p> <p>To engage actively in the performance review process.</p> <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description</p> <p>Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.</p>		

The trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, may be changed by the Chair of Trustees and CEO to reflect or anticipate changes in the job commensurate with the grade and job title.

Signed (postholder)

Date

Signed (CEO)

Date