

Business Support Officer

Job Description

The purpose of this post is to:

- Work as an integral part of the Business Support Team.
- Support the smooth day-to-day running of the school(s).
- Be a point of contact for staff, professionals and parents.

The successful candidate will:

- Provide effective administration support across a number of departments.
- Ensure documents and reports are produced and formatted to school standards and within agreed deadlines.
- Ensure that effective and appropriate systems are developed, implemented, maintained and monitored when supporting the schools' practices and procedures.
- Ensure academy returns are completed and submitted by set deadlines.
- Process and update pupil data on the relevant MIS and deal with Common Transfer Files.
- Undertake front-of-house reception duties including:
 - Hospitality.
 - Answering and directing phone calls in a professional manner.
 - Management of the office email.
- Provide assistance to pupils, parents and staff.
- Organise transport and liaise with taxi companies.
- Provide and manage petty cash.
- Undertake ordering and goods receiving of school resources.
- Deal with confidential and sensitive information appropriately.
- Support the administration of medication.
- Provide assistance to the Exams Officer.
- Liaise with the premises team to ensure repairs are reported in a timely manner.

Essential Criteria

Education & Training

- GCSE English/Maths at grade A to C or proven ability to work at this level.
- Specific training relevant to the post.
- Commitment to all CPD offered

Experience

- Proven experience of administrative or business support.
- Experience of working in an educational or similar setting.
- Strong IT skills across all common and industry specific programs.
- Excellent communication skills.

Knowledge and Abilities

- Ability to be flexible and proactive with a positive approach.
- Understanding of the basic principles of customer care.
- Understanding of school Management Information Systems.
- Appreciation of the need to maintain the strictest confidentiality about matters concerning school and how this relates to the duties of the post.
- Ability to relate well to children and adults and to build positive relationships.
- Ability to work constructively as part of a team.

Additional Requirements

We expect all our adults to:

- Uphold and promote professional standards including the Trust and Academy's code of conduct and values.
- Establish constructive relationships with all and understand and respect the position of all within the Trust.
- Contribute to the overall ethos, work and aims of the school.
- Promote the inclusion and acceptance of all pupils.
- Work as a member of a team to provide a safe, caring and stimulating environment.
- Be warm, consistent and reliable.
- Attend to pupils' personal needs (including social, health, physical, hygiene, first aid and welfare matters) according to the school's policies and procedures.
- Provide children with a 'secure base' in school by:
 - helping them to regulate their emotions
 - modelling the role of a trusting adult
 - supporting them to form and maintain trusting relationships with others
 - maintaining a calm and consistent approach and asserting appropriate boundaries
 - encouraging children to reflect on what goes wrong but not in a way that induces shame.
- Provide an on-call response for pupils.
- Administer and assess routine tests and invigilate when required.
- Undertake administrative tasks relevant to the role and according to the systems of the school.
- Assist with the supervision of pupils on visits, trips and out of school activities as required.
- Supervise pupils at lunch and break times.

The post holder will be expected to undertake any other duties, commensurate within the grade, at the discretion of the Executive Principal and develop and promote high standards of professional conduct throughout the Partnership.

You will be expected to carry out your duties in line with the SPP's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development through school communications.

You will be required to work at any premises which the Trust currently has or subsequently acquires or at which it may, from time to time, provide services. You will be expected to travel and will, therefore, have access to a vehicle (with appropriate Business Insurance) or other appropriate mode of transport. There may be a requirement to transport pupils from time to time, subject to appropriate risk assessments being in place.

You will be expected to attend and participate in a wide variety of meetings as well as training and development activities to support Trust, and your own professional development.

All staff, regardless of their position, are expected to undertake TeamTeach training and work within 'good practice' guidelines using a range of positive handling strategies, gradual and graded, involved in holding, guiding and escorting safely, from least intrusive to more restrictive holds.

As part of your wider duties and responsibilities you will be required to promote and actively support the school's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

The post holder must be willing to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.