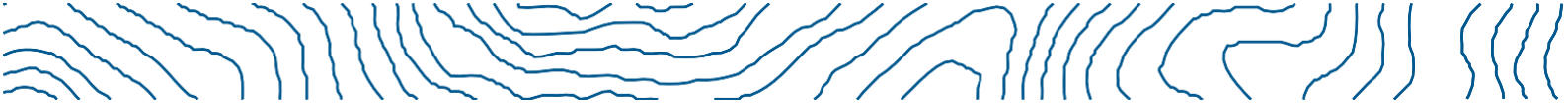


Business Support Administrator



schoolofoutdoors.uk



School of Outdoors

Vision: To be the leading provider of outdoor education and experiences.

We do this by constantly asking the following three questions of everyone involved, and in every situation:

1. **Is it the best it can be?**
2. **Has there been impact?**
3. **Have there been meaningful connections?**

Underpinning our vision and these three questions is a deep-rooted belief in the difference that a well-run, well-supported organisation can make. Our goal is to support young people across our education programmes, including our Alternative Provision Programme, by making sure everything behind the scenes runs smoothly, so they get the best possible experience with School of Outdoors.

Role Purpose

The Business Support Administrator is the organisational heart of our Education Programmes, including our Alternative Provision Programme, making sure everything behind the scenes runs smoothly so that young people get the very best from their time with us.

Working under the direction of the Head of School, the Business Support Administrator is responsible for admissions administration, reporting, finance administration, exam registrations, transport and residential bookings, and clear communication with parents/carers, instructors, and schools.

Reports are produced through our AI assistant. **No prior AI experience is needed full training will be provided** what matters is a willingness to learn.

This is an **organisation-first role** that combines meticulous administration, warm communication, and confident use of modern tools to keep provision running smoothly. From time to time, the postholder may also be asked to support other areas of business administration across School of Outdoors, such as finance or staffing, depending on organisational need.

What Success Looks Like

Success in this role is judged across five outcome areas. Together they describe Education Programmes that run smoothly behind the scenes, keep everyone informed, and give young people the best possible experience.

1. Smooth Daily Operations

Every day of provision runs without logistical hiccups transport arrives, changes are communicated, and the records behind each day are complete.

What this looks like in practice

- Taxis and transport are booked and confirmed in good time for every young person attending provision.
- Changes to provision are communicated promptly and clearly to parents/carers and instructors, so nobody is caught out.
- Registers, daily logs, and receipts are chased and completed, keeping records accurate and up to date.

How you'll know it's working

- No provision day is disrupted by a missed transport booking.

- Parents/carers and instructors consistently hear about changes from us first.
- Registers, logs, and receipts are complete without an end-of-term backlog.

2. Reporting & Attendance

Schools, families, and local authorities receive accurate, professional reports on time, every time to a consistently high standard.

What this looks like in practice

- Weekly log reports and weekly positives and actions reports are produced, celebrating progress and capturing follow-up actions.
- Termly update reports and annual review reports are prepared in good time for each young person's reviews.
- Schools receive up-to-date attendance information for their students without having to ask.

How you'll know it's working

- Reports go out on schedule, without anyone having to chase.
- Schools and SENCOs rely on the quality and consistency of our reporting.
- Attendance queries from schools are rare, because they hear from us first.

3. Admissions & the Student Journey

Every enquiry and referral is handled warmly and professionally, and every new student's journey from first contact to first day is seamless.

What this looks like in practice

- Enquiries and referrals from families, schools, and local authorities receive a prompt, warm, and professional first response.
- Initial consultations are booked promptly, with referral documents collated ahead of time.

- New students are set up on our systems with accurate records, files, and contact lists from day one.
- Each referral is tracked from enquiry, through consultation, to start date so nothing falls through the cracks.

How you'll know it's working

- Referrers comment on how easy School of Outdoors is to deal with.
- Initial consultations are never delayed by missing paperwork.
- Every new student's records are complete and accurate before they start.
- There is always a clear, current picture of the admissions pipeline and upcoming starts.

4. Exams, Finance & Residentials

Qualifications are registered on time, quotes and invoices are accurate, and residentials are booked and communicated without a hitch.

What this looks like in practice

- Young people are registered with exam bodies on time, with Functional Skills exams booked well in advance.
- Quotes are prepared promptly and invoices set up accurately for schools and local authorities.
- Residentials are booked in good time, with clear and timely letters to parents/carers.

How you'll know it's working

- No registration or exam booking deadline is missed.
- Invoices are right first time, so payment is never delayed by our paperwork.
- Residential letters go out with plenty of notice, and families know what to expect.

5. Team Support & Onboarding

Instructors and colleagues can rely on the administration behind them. New instructors are set up and ready to deliver from day one.

What this looks like in practice

- Instructor onboarding administration is completed promptly, so new instructors start with everything in place.
- Instructors know exactly who to come to for administrative support, and get a quick, reliable response.

How you'll know it's working

- No instructor's start or delivery is delayed by administration.
- Colleagues describe the admin behind the programme as something they can depend on.

We'd love to hear from you if you have:

Essential:

- Strong organisational skills and meticulous attention to detail
- Experience in an administrative role, ideally within a school or education setting
- Calm, clear communicator warm and professional with parents, schools, and colleagues alike
- Confident IT skills, including Microsoft 365, and a willingness to learn AI tools
- Able to manage multiple priorities, working independently and as part of a team
- An understanding of confidentiality and safeguarding in an education setting

Desirable:

- Experience in a school admissions, attendance, or office administration role

- Experience of alternative provision, SEND settings, or the wider education sector
- Experience registering students with awarding bodies (e.g. NCFE, Functional Skills)
- Experience of finance administration, such as invoicing and preparing quotes
- Experience using a student database or CRM

Personal Attributes

- Warm and approachable, but rigorous about getting the details right
- Proactive; spots what needs doing before being asked
- Trusted with sensitive information about young people and their families
- Calm under pressure, especially at busy points in the school term
- A team player who shares the load, rather than just protecting their own patch

Safeguarding & Compliance

School of Outdoors is committed to safeguarding children and young people. All staff are expected to follow safeguarding policies and procedures. This role will be subject to a DBS check.

Seasonal & Flexible Working:

Due to the rhythm of the school year and our Education Programmes:

- Workload follows the school calendar, with busier periods at the start and end of each term
- Occasional flexibility is needed around residentials, exam sessions, and annual reviews
- From time to time, you may be asked to support other areas of business administration (e.g. finance, staffing) as organisational needs arise

- Flexibility is essential to be there for schools and families when it matters most

What's in it for you?

Work-life balance: We understand that work is only one part of life.

- Flexible working patterns
- Competitive salary
- Staff Socials
- Options for additional work

Your development: We value professional growth and provide opportunities for training, mentoring, and career progression.

Pay, Benefits and Hours

Salary & Working Pattern

Hours: 35 hours per week, term time plus 2 weeks, with the potential to move to full-time hours if business needs allow and the right candidate is in place.

Salary: £13.71 per hour. For example, working 35 hours per week over term time plus 2 weeks (41 weeks) equates to an annual salary of approximately £21989.00.

Benefits

- 2 company social events each year
- 8 UK Bank holidays
- Up to 20 days leave depending on contracted days and hours
- 1 additional birthday leave
- 1 moving house additional day
- 3 additional leave days over Christmas period

An additional 1 day per full year worked up to a maximum of 5 days.

Next Steps

If you are passionate about making a difference in the lives of young people and want to be part of an inspiring team, we would love to hear from you.

Please forward your CV and covering letter to:

Jonathan Hitchinson, Director of Education,
School of Outdoors 5 Sutherland Walk,
Aylesbury Buckinghamshire, HP21 7NS

Email: education@schoolofoutdoors.uk

If you have any questions, please call the office at 01296 336644.

Closing date: 14th August

Interviews: Week off 17th August