

Role Profile: Business Support (Level 1)

Reports to	Lead Operations Manager
Job family	Business Administration
Grade	C
DBS required?	Y - enhanced
Date	February 2026
JE Code	JE0014

Key deliverables

1	Provide comprehensive administrative support, including photocopying, filing, emailing, reprographics and word processing to assist the Head Teacher and wider school team.
2	Maintain accurate manual and computerised records, ensuring timely and precise data input into school management information systems.
3	Deliver professional reception services, acting as the first point of contact for visitors, telephone calls, and face-to-face enquiries.
4	Manage incoming and outgoing mail and deliveries, including sorting, distributing, posting mail, and organising secure storage of supplies.
5	Support the organisation of extracurricular and school activities, such as school trips, events, and photography sessions.
6	Liaise effectively with parents, carers, staff and pupils, providing accurate information and supporting attendance-related processes such as identifying reasons for pupil absences.
7	Assist in maintaining statutory school registers, including compilation, updating and basic analysis where required.
8	Handle and record cash transactions in line with the school's finance policy, such as collecting money from pupils and parents/carers.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and Trust wide needs.

Essential requirements

Key skills, expertise, and qualifications

1	General administrative experience, including working with office systems and routine admin processes.
2	Proficiency in standard IT applications, particularly word processing and spreadsheets.
3	Ability to work to established routines, meeting regular daily and weekly deadlines.
4	Strong interpersonal and communication skills, able to exchange factual information with colleagues, parents/carers, pupils, suppliers and staff.
5	Ability to work independently, resolving day-to-day issues wherever possible and using initiative to identify problems and notify senior staff when required.
6	Awareness of safeguarding, confidentiality, data protection, and health & safety procedures, and ability to comply with these at all times in a school environment.
7	Ability to maintain confidentiality and handle sensitive information appropriately.

Our pupils and young people come from a wide range of backgrounds, and so do our colleagues. We aim to reflect and celebrate diversity in our workplace in order to create an inclusive culture that adds real value to our vision of inspiring the futures of us all through learning together.

Inspiring Futures through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow IFtL's safeguarding policies and procedures, and to behave appropriately towards children at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.

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Job Family: Business Administration

Colleague expectations

- Be professional at all times
- Work together for the good of the team in school and IFtL.
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the school by providing service with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level job holders will use their knowledge and experience in a range of administrative functions to identify and deal with straightforward problems and carry out potentially complex administrative tasks. In dealing with others, they will need to encourage compliance with requests in relation to such matters as data gathering or meeting attendance.

The knowledge and skills required

Jobs require knowledge of a range of potentially complex tasks gained through a combination of formal education/training and job experience. The specific procedures, terminology and policy awareness required to support the specialist nature of team operations will be learned on the job.

Given the importance of maintaining accurate statutory records, some precision in typing and other record keeping tasks is required.

Thinking, planning and communication

Managing information flow, related to either the specific working area, or the more general administrative functions which support it will throw up a range of issues such as conflicting data, diary clashes, and missing or duplicated information. Job holders will regularly need to solve straightforward problems such as these as part of their routine.

These roles will interact regularly with immediate colleagues, other IFtL employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance, seeking information or ensuring the timely completion of interdependent tasks.

Decision making and innovation

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the job holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will be referred to the appropriate supervisor/manager.

Areas of responsibility

The clerical and administrative duties carried out by post holders directly benefit colleagues and/ or external partners or the public. Other than assisting with the induction and orientation of new team members, post holders will not have managerial or supervisory responsibilities over other employees.

Roles will have direct financial responsibilities but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. In addition, they may have responsibility for the care and safekeeping of office equipment.

Impacts and demands

There will be very little demand for enhanced physical exertion as most work can be done in a sedentary position. Lifting and carrying files or equipment may be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete task and meet changing deadlines or deal with unavoidable interruptions.

Job holders will have only infrequent, if any, contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.