

Job Description: Business Support Officer

Reports to: Executive Business Manager, Marylebone Academy

Work Pattern: 52 weeks

Pay Scale: UL Support Staff Band 2

Role Summary

Under the guidance of senior staff within the West London Cluster and specifically the Principal and Senior Leaders at Marylebone Academy, be responsible for carrying out business operations and processes within the school. To work on behalf of the Principal to fix issues and improve systems within the school. The role is diverse and will also support the academy's facilities and health and safety administration, monitoring, reporting and compliance-focused tasks.

Key Responsibilities of the Post (not exhaustive):

Front Office

- Take a lead role in the effective and efficient management of the school support office and reception area, assisting in the development of a professional and customer-oriented approach at all times
- Liaise with a small number of administrative staff and relay work requests from the SLT to other support staff across the school

Facilities and Health & Safety Support

- Maintain key documents, calendars, compliance logs, and routine reporting under the direction of the Executive Business Manager and Cluster Facilities Manager
- Provide administrative and operational support in monitoring the school's health and safety logs, ensuring issues are accurately recorded, tracked, and resolved in a timely manner and adhere to statutory compliance
- Act as point of liaison for the SLT and the Facilities Team to ensure smooth operations in school

Lettings

- Lead on promoting and maximising sales of the schools' hireable spaces, ensuring a high-quality customer service is provided at all times
- Oversee the local management of the lettings processes through line management of local sport duty staff as well as liaison with external contractors
- Consistently show profit increases year on year from sales and long-term partnerships with sporting agencies
- Ensure safeguarding procedures are consistently applied and that liaison with the cluster finance team is regular and maintained to safeguard consistency of practice and alignment with United Learning financial regulations

Data Protection

- Act as the academy's Data Protection Lead undertaking data protection training as required and administer the local data protection lead function including, but not limited to, all legally required Subject Access Requests, Freedom of Information requests, logging of data breaches and sending out data protection reminders.

General

- Assist SLT with the induction process for new students as required and facilitate meetings with families
- Co-ordinate the production and circulation of key documents and other information as required
- As required, organise and co-ordinate planned and unplanned absence cover for all school staff under the direction of the relevant SLT member
- Ensure compliance and completion of all checks for contractors, volunteers, visitors, supply staff
- Maintain administration in compliance with GDPR and health and safety processes
- Work closely with the senior leaders and Cluster team, undertaking delegated responsibilities and tasks as requested
- Manage manual and computerised record/information systems relating to student information; ensuring the systems and procedures are fit for purpose.
- Analyse and evaluate data/information and produce reports/information/data as requested by senior staff
- Raise purchase orders, processing invoices, and maintaining office/administrative systems
- Support HR, finance, data, or estates administration tasks as delegated, without responsibility for decision-making
- To support the academy by training for and carrying out first aid duties as needed
- To support the school day and students by carrying out lunch duties as required (a lunch break will still be provided)

Qualifications and Experience:

- Educated to GCSE level or equivalent with previous relevant experience
- Highly self-motivated with the ability to work independently and effectively
- Advanced skills and knowledge of using administrative software tools
- Exemplary communication skills and spoken English
- Excellent letter and report writing skills and standard of written English
- Excellent attention to detail and presentation
- Ability to use own initiative and to respond to changes proactively and positively
- High level of confidentiality required at all time
- Tactful and diplomatic when dealing with sensitive matters

General Accountabilities:

- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of the Cluster, and its commitment to equal opportunities and safeguarding.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

This job description is not intended to be all-inclusive, and the successful candidate is expected to be flexible and proactive in meeting the needs of the school and willingly undertake any further duties required that are commensurate with the role.

This post is subject to an enhanced DBS disclosure and the post holder must be committed to safeguarding the welfare of children, and positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the United Learning Equal Opportunities Policy and Code of Conduct.

Notes:

The job description may be amended at any time through discussion between the post-holder and the Principal and will in any case be reviewed annually as part of the Performance Management Process. In reviewing the job description account will be taken of:

The successful candidate should carry out professional duties in accordance with and subject to conditions of employment as set out in their contract.

Person Specification

Job Title: Business Support Officer		
	Essential	Desirable
Education and Qualifications		
GCSE grade C or above, or equivalent qualification in English and Maths	x	
Educated to degree level or equivalent, and hold a professional management qualification		x
Experience of business and people management		x
Experience in working within an administrative role within a school.		x
Experience in health and safety administration/coordination		x
Knowledge and Skills		
Good general IT skills and willingness to learn new skills.	x	
Proficient in Microsoft Office and use of excel	x	
Ability to be pro-active, work under pressure at times and meet strict deadlines.	x	
Ability to work effectively as part of a team.	x	
Ability to liaise positively with staff and students and be customer focussed with a professional and friendly manner	x	
Able to make connection between their work and the benefits to students	x	
Trained or willing to be trained in First Aid	x	
Personal Attributes		
Good written and verbal communication skills	x	
Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests	x	
Good interpersonal skills and ability to work with staff and stakeholders at all levels	x	
Organised with good attention to detail	x	
Safeguarding		
United Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure.		