



Washington  
Academy

# BUILD YOUR DREAM CAREER

Join our Team!



## RECRUITMENT PACK

**Business Support Officer**

Washington Academy, Sunderland

EXCELLENCE AND EQUITY WITH INTEGRITY

# WELCOME FROM THE CEO

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Dear Candidate,

Thank you for your interest in the position of Business Support Officer at Consilium Academies.

At Consilium, we are on a mission to being an excellent trust with excellent schools – we would love you to join us in that mission.

We are a values driven trust and bring this to life every day though our commitment to excellence, equity and integrity. We recognise the unique value of everyone, whether they are staff or students and are dedicated to ensuring that every member of our Trust reaches their full potential. To achieve this, we collaborate with stakeholders and external organisations to build relationships that enhance opportunities for all members across the Trust.

We have a commitment to ensure each and every staff member is supported to achieve their goals within their career and have the skills and development to flourish. This commitment is reflected in our Centre for Professional Learning, where colleagues have access to tailored training opportunities and resources to meet their specific needs.

We firmly believe that every student, regardless of their background deserves an excellent education and an equal opportunity to fulfil their potential. This vision guides us in creating an environment where every pupil can thrive.

As part of our Trust, our academies align with collective aims, including prioritising holistic development of pupils academically, socially and emotionally. We aim to instil a passion for lifelong learning and continual improvement among our academies, staff and students, empowering them to pursue their aspirations and ambitions. Our goal is to create a family of academies that is inclusive and embraces diversity, fostering a supportive community where all members feel inspired and empowered to succeed.

We look forward to your application, thank you for your interest in joining the Consilium family.

Mr Michael McCarthy  
Chief Executive Officer of Consilium Academies.

# WELCOME FROM THE PRINCIPAL



Dear Candidate,

Thank you for expressing your interest in working at Washington Academy. Washington is proud to be part of the Consilium Academies, read on to find out more about trust. Once you have read this application pack, if you would like to visit us, please get in touch.

As our school continues to grow, we have a clear aim. That aim is to ensure our students have access to a dynamic and progressive learning environment. Our exemplary standards of behaviour and respect makes this possible.

Washington is an inclusive school and we are all committed to the following aims:

- Providing students with an exciting, engaging, and rich education;
- Recognising and celebrating the unique nature of every child in our community;
- Celebrating the successes of our Academy and our community to the full

We are seeking to appoint a candidate who shares our commitment to inclusivity and can ensure that all of our students can excel. We want someone who will ensure our students leave Washington Academy with an education that allows them to progress onto the next stage of their journey when they leave us and that they also have the skills needed for daily life.

We are looking for candidates who share our commitment to inclusive education and who would contribute to the genuine warmth of our school. We can offer robust career development opportunities. This includes unrivalled CPD delivered by lead educationalists live from our trust's centre for professional development.

The right candidate will be qualified, creative and vibrant. They will be fully committed to our aims. Moreover, they will be personable and therefore will contribute positively to the welcoming environment we are so proud that Washington has.

I cannot think of a better time to join our team.

I look forward to receiving your application.

Vicky Carter  
Principal

# ABOUT THE SCHOOL

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Washington Academy offers excellent learning experiences to all its students through a very diverse curriculum which caters for the needs of all. The academy opened new state of the art buildings in 2009 and endeavours to ensure all our young people enjoy their lessons in an inspiring learning environment.

Students, parents, staff and governors are proud of recent achievements here and, as well as helping students achieve the results they need to follow chosen career paths, has a huge and varied programme of activities and extra-curricular opportunities on offer.

Washington Academy is fully committed to each individual in our academy, recognising their uniqueness and individual potential. We have high expectations of all students in terms of behaviour and commitment to learning and of our parents in working with us as partners to support individual progress.

Our very strong links with partner primary schools ensures smooth transition from primary to secondary school, allowing a strategic approach to raising aspirations and generating further success.

Washington Academy is a place where all members of its community feel welcome, safe and experience a sense of belonging. We believe that only where this exists can learning and personal development progress successfully. Washington Academy is seeking to develop the whole person.

# ABOUT THE TRUST



Consilium Academies is a Multi-Academy Trust dedicated to Excellence and Equality with Integrity. Consisting of eight schools across three hubs in Salford, South Yorkshire, and the North East of England, our culture is built on support, guidance, capacity building, and fostering a collaborative approach to school improvement.

Our Trust is committed to the highest standards of curriculum, teaching, and learning, leading to excellent outcomes for our pupils. This commitment extends to our staff, with a focus on high-quality learning, professional development, and an uncompromising approach to support and growth.

Schools within the Trust are encouraged to engage in rigorous self-evaluation and take swift action to address any areas of underperformance, guided by our School Improvement Framework.

Our Key Areas of Focus:

- **Expert Knowledge:** We prioritise school-to-school support, fostering expert knowledge, and providing effective assistance to our schools.
- **Ambitious Curriculum:** Our schools share a common language for curriculum development, with a focus on Enriching Lives, Inspiring Ambitions, and embedding Equality, Diversity, and Inclusion throughout.
- **Effective Pedagogy:** Our research-focused approach seeks impactful teaching methods, a shared language for pedagogy, and developing partnerships with external experts.
- **Purposeful Practice:** We respect each school's identity while promoting a shared understanding of high-quality practice and staff development.
- **Rigorous Assessment & Intervention:** We implement evidence-based benchmarking and targeted support through Rapid Action Plans, maintaining a relentless focus on achieving strong outcomes for all students.
- **Rich Culture:** Guided by Excellence, Equality, and Integrity, we aim to identify, attract, develop, and retain expertise at all levels, ensuring our schools contribute to the Trust's success over time.

Led by our Chief Executive Officer, Michael McCarthy, our Central Team provides direct services, accountability, leadership, and management to our schools. We operate a strong partnership model, where our partner schools play a crucial role in the Trust's continual growth and development. Our collaborative approach respects each school's individual identity, empowering them to focus on student achievement and success while being part of a supportive network committed to excellence.

**WE ARE PROUD TO OFFER THE FOLLOWING STAFF BENEFITS:**

- Pension with the Local Government Pension Scheme and Teachers Pension Scheme
- 34 days annual leave plus bank holidays for all support staff (pro-rated for part-time employees)
- 36 hour working week for all full-time support staff
- Automatic pay progression for all staff in line with their current grading structure
- Enhanced contractual sick pay in line with the Burgundy Book and Green Book
- Employee Assistance Program with access to counselling and CBT 24 hours a day, 7 days a week
- Access to an Occupational Health Provider
- Free membership to Vivup. with hundreds of exclusive offers and discounts available online and in store at many shops, gyms, and restaurants
- Access to the leading salary sacrifice home electronics lease scheme, exclusive to public sector employees
- An excellent CPD offer for every member of staff; to help you perform as well as you can in your role, provide you with a sense of wellbeing at work and to help you reach your career aspiration

# JOB DESCRIPTION



<b>JOB TITLE:</b>	Business Support Assistant
<b>REPORTS TO:</b>	Operations Manager
<b>BASED AT:</b>	Washington Academy
<b>GRADE:</b>	Grade 3 SCP 5-6 (£25,583 - £ 25,989)
<b>MAIN PURPOSE OF THE ROLE</b>	
To provide clerical support service across the Academy and assist with student services.	
<b>CORE RESPONSIBILITIES &amp; TASKS</b>	
<ul style="list-style-type: none"><li>• To answer incoming calls, both internal and external, redirecting/taking messages when necessary, and acting on instructions received. To relay messages to staff and students and follow up responses as required.</li><li>• To receive all visitors and ensure they sign in and carry out compliance checks in accordance with the Academy's safeguarding procedures.</li><li>• Inventory – manage the visitor/DBS system, ordering lanyards and wallets for staff/visitor badges.</li><li>• Retrieval of Inventory data in the event of a fire alarm.</li><li>• Fire Marshall.</li><li>• To deal with general day to day queries from staff, pupils and parents.</li><li>• Recording of pupil arrivals / departures during school operating hours, liaising with attendance as required.</li><li>• Manage email correspondence for the Academy office email address.</li><li>• To send texts to parent/carers using the Academy's text messaging service.</li><li>• To maintain filing systems and records as required to ensure that records are up to date, accurate, accessible and that all data is handled in accordance with the data protection and confidentiality requirements.</li><li>• To input student information into Arbor e.g. attendance, behaviour, student details etc.</li><li>• To provide first aid and medical support.</li><li>• To provide comprehensive services for dealing with student queries e.g. uniform, ParentPay, trips/visits, forms, timetables, reports and revisions guides etc.</li><li>• To undertake other general administrative/clerical tasks as required.</li><li>• To process school documentation as requested</li><li>• Maintain manual and computerised records/management information systems.</li><li>• Managing Post – incoming (distribution) and outgoing, including franking machine top up.</li><li>• Assist in the communication, organisation and administration of any academy activities/events, educational visits and Attendance at parents' and Open Evenings/days.</li><li>• To assist with the organisation of school trips, including booking coaches and venues.</li><li>• Administration &amp; preparation for trips including trip booklet.</li><li>• Scanning of pupil files and documents.</li><li>• Monitoring and maintenance of the Single Central Record.</li><li>• Managing the school diaries (including school, trips, minibus and meeting room)</li><li>• Word processing including mail merge of letters and documents.</li><li>• Receipting of cash from pupil/parents.</li><li>• Receive and forward deliveries of goods to Curriculum Leaders</li><li>• To assist with the maintenance of the attendance/absence register on computer as required.</li><li>• To support students with medical conditions as required.</li><li>• To ensure all first aid cupboards are kept well stocked.</li><li>• Log and file accident/ incident forms as required.</li><li>• To undertake photocopying, filing and general office duties</li><li>• To carry out the above duties in accordance with the Trust's Equal Opportunities Policy.</li></ul>	

- Other reasonable duties as may be required by the Principal.
- To supervise students alongside a teacher when required in order to ensure a suitable ratio of adults to students.
- To support and take instruction from the Office Manager and Operations Manager.

#### **CORPORATE RESPONSIBILITIES**

- The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment
- To pursue and promote the achievement and integration of diversity and equality of opportunity throughout the Trust's activities
- To plan, monitor and review health and safety within areas of personal control
- To participate in the Trust's Performance Management process and engage in continuous professional development and networking to ensure that professional skills and knowledge are up to date
- To maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues

#### **ADDITIONAL NOTES**

- The job purpose and key statements remain indicative and by no means exclusive. Given the evolving needs of the Trust, flexibility among staff is very important. All staff may be required to undertake other such reasonable duties as may be required from time to time in line with the grade of their post.
- An Enhanced DBS Check will be requested on successful application to a position at the Trust.

## PERSON SPECIFICATION

<b>Qualifications and CPD</b>	<b>Essential</b>	<b>Desirable</b>
Numeracy and literacy skills to GCSE or equivalent	<b>X</b>	
First Aid qualification or willing to train		<b>X</b>
<b>Experience, Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
Good interpersonal and communications skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy	<b>X</b>	
Good time management, with the ability to remain calm under pressure and work to deadlines	<b>X</b>	
Able to maintain a high work rate and to juggle a range of tasks and competing priorities	<b>X</b>	
Good typing/word-processing skills	<b>X</b>	
Confident user of common ICT applications e.g. spreadsheets, email, internet, database input	<b>X</b>	
Sufficient literacy and numeracy to write clear messages and to keep statistical records	<b>X</b>	
Clear spoken English	<b>X</b>	
Excellent telephone manner	<b>X</b>	
Previous secretarial/administrative experience supporting a team	<b>X</b>	
Previous experience of working in a complex, busy, service-driven environment	<b>X</b>	
Experience of working in a school environment		<b>X</b>
Experience of dealing with the public face to face and on the telephone	<b>X</b>	
Experience of operating a switchboard		<b>X</b>
<b>Personal Attributes</b>	<b>Essential</b>	<b>Desirable</b>
Able to work within established procedures but without close supervision	<b>X</b>	
Ability to work flexibly as part of a team	<b>X</b>	
Ability to remain calm when under pressure and employ tact and diplomacy in difficult/sensitive situations	<b>X</b>	
Understanding of the importance of confidentiality	<b>X</b>	
Systematic in approach to tasks, with attention to detail	<b>X</b>	
An enjoyment of working with and being in the company of young people	<b>X</b>	
Consilium Academies Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	<b>X</b>	
<b>English Fluency</b>	<b>Essential</b>	<b>Desirable</b>
Possessing a relevant qualification for the role attained as part of education in the UK or full taught in English by a recognized institution abroad.	<b>X</b>	
Passing an English or Welsh spoken language competency test or possessing a relevant spoken English or Welsh qualification at CEFR Level B1 or above, taught in English by a recognized institution abroad.		<b>X</b>