

## Role profile: Business Support (Level 3)

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|----------------------|---------------------------|
| <b>Reports to</b>    | Senior Operations Manager |
| <b>Job family</b>    | Business Administration   |
| <b>Grade</b>         | E                         |
| <b>DBS required?</b> | Y - enhanced              |
| <b>Date</b>          | December 2025             |
| <b>JE Code</b>       | JE0013                    |

### Key deliverables

|    |   |
|----|---|
| 1. | Contribute to the planning, development, and organisation of administrative and operational systems, ensuring efficiency and compliance with school policies. |
| 2. | Analyse and evaluate data and information, producing accurate reports and summaries to support decision-making and statutory requirements.                    |
| 3. | Complete and submit complex forms and statutory returns to external agencies, ensuring accuracy and adherence to deadlines.                                   |
| 4. | Undertake the administration of personnel administration such as Payroll systems, CRB checks.   |
| 5. | Monitor and manage stock within an agreed budget, assisting with procurement, cataloguing resources and undertaking audits as required.                       |
| 6. | Handle cash securely, including collecting and recording payments from pupils, parents, and carers, in accordance with the school's finance policy.           |
| 7. | Supervise the work of other administrative staff as appropriate.  |
| 8. | Maintain manual and computerised record systems, ensuring data accuracy, confidentiality, and compliance with data protection regulations.                    |

*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. | Recognised business or administration qualification to NVQ Level 3 or equivalent.   |
| 2. | Demonstrable experience using computer-based financial management systems and a high level of proficiency in standard IT packages, particularly word processing and spreadsheets. |

|    |   |
|----|---|
| 3. | Proven ability to supervise administrative teams, including allocating duties and monitoring output.  |
| 4. | Strong organisational skills with the ability to plan and prioritise work effectively, respond to changing demands and deadlines, and ensure that routine tasks and small projects are appropriately resourced.                                   |
| 5. | Competence in managing financial procedures, including day-to-day operations, budget monitoring, and reporting, while ensuring compliance with internal and external regulations.   |
| 6. | Dealing with day to day administrative issues within laid down and agreed guidelines as set by Senior staff.  |
| 7. | Excellent interpersonal and communication skills with the ability to provide clear advice and guidance to colleagues, pupils, and parents regarding school policies and procedures, and to encourage timely and competent assistance from others. |

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.***

## Job Profile: Business Support

### Colleague expectations

- Be professional at all times
- Work together for the good of the 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 users 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 use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

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

### **Thinking, planning and communication**

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other 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 post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### **Areas of responsibility**

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

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. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### **Impacts and demands**

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

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

Jobs holders will occasionally have 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.