



**ALL SAINTS CATHOLIC COLLEGE**  
**CONTEXT SHEET**  
**Business Support Officer – Student Services**

| JOB FAMILY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | BUSINESS SUPPORT                                               |
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| ROLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | STUDENT SERVICES ADMINISTRATOR FOR ALL SAINTS CATHOLIC COLLEGE |
| <p>What will your role be in addition to the duties in the Job Description?</p> <p>To support the school office in the day-to-day organisation of Student Services.</p> <p>Undertake main reception duties at designated times.</p> <p>Provide confidential administrative support. This will include producing letters, maintaining records, and setting up and maintaining effective systems.</p> <p>To liaise with students, staff, members of the public, outside agencies, or parents to gather, receive or exchange information.</p> <p>Provide administration support for data, rewards assemblies and subject access requests and queries.</p> <p>Provide first aid support to students and staff.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                |
| <p>Specific duties?</p> <p>To be the first point of contact for Student Services – providing a courteous and efficient service to all students and staff.</p> <p>To answer both internal and external telephone calls, dealing with enquiries and taking messages where appropriate, ensuring a friendly, customer focused, and professional service is given.</p> <p>To control access to the school via the student entrance/main reception entrance.</p> <p>To provide basic first aid as needed, liaising with the Student Welfare Officer. (First Aid training will be given).</p> <p>To make arrangements for sick/injured students to be taken home or to hospital.</p> <p>To assist in the production of materials for school, e.g., forms, programmes, posters, signs, brochures, and certificates, ensuring that documents are presented appropriately, on time and in line with the school's quality standards.</p> <p>To provide admin support to our rewards team, including updating PowerPoints and creating certificates.</p> <p>To process and monitor subject access requests and queries.</p> <p>To use SIMS to input information, produce reports and send information, as required.</p> |                                                                |



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To provide cover for other admin staff in school, as appropriate.

Service meetings within the school including minute taking and distribution of documentation, as needed.

To assist with the upkeep of noticeboards in the school.

To undertake main reception duties at daily designated times, providing high-quality customer service.

To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the postholder's supervisor.

RESPONSIBLE TO: PA to the Principal

RESPONSIBLE FOR: None

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| Context Reference No       | ASCHC/BS05/SS |
| Context Prepared / Amended | Dec 2024      |