

Business Support Officer – Grade 5

Job purpose

The school is a provider of education and extended learning services which strives to ensure that every child and young person have the best opportunities to reach their full potential and that they are best supported to grow and achieve within a safe, healthy and nurturing environment.

The Business Support Officer works as part of a team within the school to support the delivery of an efficient administrative function in line with school's policies and procedures, carrying out a range of sensitive/confidential administrative and technical duties.

Good IT and interpersonal skills are important in this role. You will build and maintain effective working relationships and provide a high level of customer service to a wide range of people, including staff, parents and students, present information, set up meetings and appointments and carry out administrative tasks accurately and efficiently. Proficiency in the use of Microsoft Office suite of applications (i.e., Word, Excel, Outlook, Microsoft Teams), and specific school information systems, such as the Child Protection Online Management System (CPOMS), InVentry, ParentPay and Parent Apps.

Key areas of responsibility

You will be expected to carry out your duties under the guidance and direction of your line manager and in line with the school's policies, procedures, relevant legislation, and requirements.

1. Key Areas.

- Provide an effective, flexible and responsive administrative/business support service to the Head Teacher and Senior Leadership Team.
- Ensure telephone and visitor enquiries are responded to sensitively and resolved appropriately and difficult customers who may be aggressive or upset dealt with effectively.
- Provide a friendly, professional and customer focused reception service to all visitors, callers and contractors, including providing detailed advice, checking DBS accreditation and ensuring that the school's safeguarding requirements are met at all times.
- Deal with sensitive and confidential information in appropriate manner.
- Ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately and accurately.
- Ensure documents are produced and formatted to school standards and within deadlines.
- Liaise with staff, pupils, or other outside agencies on behalf of Headteacher/Leadership Team as required to gather, receive and exchange information.

- Undertake basic First Aid training, assist with the safety and wellbeing of pupils/students who are ill in school, and ensure information is recorded appropriately in line with established procedures.
- Ordering and organisation of first aid supplies and stock.

2. Systems & Equipment.

- Ensure all office equipment is used proficiently, taking into account health and safety requirements, copyright legislation, and effective stock management is maintained.
- Contribute to developing and maintaining effective and appropriate administrative systems in support of the school's practices and procedures.

3. Professional & Personal Conduct.

- You will work professionally and be a positive role model, upholding and exemplifying the school values.
- Develop positive and professional relationships with colleagues, pupils, parents and work effectively with other professionals, stakeholders and in multi-agency situations.
- You will develop positive professional relationships with colleagues including, recognise and respect the role and contribution of colleagues, parents and stakeholders.

4. Professional development.

- Take responsibility for your own professional development and participate in relevant training/CPD to improve practice, through observation, reflection, evaluation and discussion with colleagues as required by the Head Teacher.
- You will keep your knowledge and understanding relevant and up to date by reflecting on your own practice, liaising with Senior Leaders, and identifying relevant professional development to improve personal effectiveness.

5. Safeguarding.

- You will actively support the school's commitment to safeguarding and promoting the welfare of children and young people by following relevant statutory guidance along with the school's policies and practices. This includes the efficient and timely use of CPOMS to record, identify and report any child protection or safeguarding concerns.

6. General Information.

- The jobholder may be required undertake such other duties and responsibilities of an equivalent nature, as may be determined and negotiated by the Head Teacher from time to time.
- The jobholder's duties must at all times be carried out in compliance with the school's Equality, Diversity and Inclusion policies and any other policy designed to protect employees or service users from harassment.
- The jobholder must take reasonable care of the health and safety of self, other persons and resources whilst at work co-operating with management as far as necessary to enable responsibilities under the Health and Safety at Work Act to be performed and to follow the school's Health and Safety Policy.
- It is the duty of the jobholder not to act in a prejudicial or discriminating manner towards colleagues or employees of the service. The jobholder should also counteract such practice or behaviour by challenging it or reporting it to senior management.

Employee Specification

To be shortlisted for the role, please demonstrate on your application form how you currently meet the "Essential" criteria, and the "Desirable" criteria wherever possible.

Where the criteria are to be identified through the "Selection Process", this will be tested during the recruitment process, which may involve written exercises, group discussions, presentations, interview etc.

Knowledge, Qualifications, Skills and Experience	Shortlisting Criteria
Proven experience of administrative and business support duties.	Essential
Experience of working with computer packages (e.g., Microsoft Word, Excel and Access, Publisher, PowerPoint)	Essential
Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information, including letters, management reports, promotional literature and taking notes at meetings.	Essential
NVQ Level 2 qualification in Business Administration (or equivalent) or have previously gained an equivalent level of work experience	Essential
Certificate of competence in first aid at work (FAW), emergency first aid at work (EFAW) or equivalent level of training or qualification appropriate to the circumstances.	Desirable
Understanding of the basic principles of customer care and providing an effective service.	Essential
Excellent interpersonal and communications skills, both orally and in writing, to be able to monitor and solve problems from customers and provide detailed advice.	Essential
An understanding of and an ability to use a range of School Management Information Systems.	Essential

Knowledge, Qualifications, Skills and Experience	Shortlisting Criteria
Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.	Essential
Ability to produce work to meet agreed targets, strict deadlines and to the required standards	Essential
A commitment to undertake continued training and development.	Essential
Ability to maintain a positive, compassionate, and professional demeanour, especially when working under pressure.	Essential
Contribute to a respectful, inclusive team environment and actively support the school's ethos and organisational values.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Accepts standard screening plus any other medical screening as decided by the Occupational Health physician, appropriate to occupational risk. Any offer of employment is subject to satisfactory health clearance.	Essential

General information

When you start in your role you will receive a comprehensive induction and any mandatory training including, safeguarding and core CPD.

Have regard for the ethos, policies and practices of the school and maintain high standards in your behaviour, attendance and punctuality. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communications.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge and remit of the job.

For Office Use Only:

Job Category	SCHOOLS (Maintained)	Grading ID	
Job ID	61900	Last Updated	July 2024

Contractual Variants

DBS Category	Children's Workforce	DBS Type	Enhanced + Child Barred list
Health Check	Yes	Politically Restricted	
Standby		Other	
Checked by HR	Yes		