

JOB SPECIFICATION

Job Title: Business Support Officer	Grade: 5
Department:	Accountable to: Business manager / Head teacher
Contractual Terms: Permanent	Responsible for: N/A

Overall Purpose of the Job:

Schools are providers of education and extended learning services, all of which benefit pupils, parents, and the local community. The school is a diverse employer that encourages the development of its staff who in turn deliver quality services to pupils and parents whose expectations are constantly rising both in terms of better services and access to them. Employees feel that they are contributing to the local community and making a difference to people's lives whilst working in a dynamic, fair and flexible environment.

This job is part of the generic Business Support job family which plays a key role in supporting schools to deliver high quality services. In your role you will be part of a team within the school. As well as regular thorough induction into the school and the role you will receive regular support to help you to develop within both your current role and future career we will also support and encourage you to undertake further training and development. There are a variety of administrative, financial and business support duties that may form part of your job, it will be expected that you deal with information which may be sensitive or confidential.

Key Duties and Responsibilities:

- To provide an effective, flexible and responsive administrative/ business support service to the Head teacher/ Leadership Team. This may involve providing reprographics services in line with the requirement of the school.
- To ensure telephone/ visitor enquires are responded to sensitively and resolved appropriately, directing more complex calls to appropriate staff.
- To provide a friendly, professional and customer focused reception service to all visitors and callers.
- To ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately.
- To ensure documents/ reports are produced and formatted to school standards and within school deadlines.
- To liaise with staff, pupils or other outside agencies on behalf of Head teacher / Leadership Team as required to gather, receive and exchange information.
- To ensure all office equipment is used proficiently, taking into account health and safety requirements, copyright legislation, and effective stock management is maintained.
- To contribute to developing and maintaining effective and appropriate administrative systems in support of the schools practices and procedures.

Additional Information

- Undertake any such duties commensurate with the post as directed by the Co-Heads/Line Manager.
- As part of the wider duties and responsibilities, the post holder is expected to promote and actively support the school's responsibilities towards safeguarding.

As an essential: A good knowledge and understanding of the General Data Protection Regulation (GDPR) and a willingness and commitment to ensure compliance of this regulation and any associated data-related legislation.

Develop and maintain an awareness of mental health issues affecting both colleagues and students/learners and in act in a supportive way that helps others and enables them to be open about any issues affecting them.

The following section is the requirements for the job and lists the essential and desirable requirements needed in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

Please note:

E = Essential criteria to be able to undertake the job

D = Not essential to undertake the role but would be beneficial

A = Application Form

I = Interview/Assessment process

Criteria		Essential/ Desirable	How Assessed	
Qualifications:	The role requires a minimum of Grade 4 – 9 (A –C) or equivalent including English and Maths.	E	A	
Experience:	Experience of working in a office environment.	E	A	
	Experience of word processing, spreadsheets, databases, Powerpoint and other computer based systems.	E	A	
	Experience of working within an educational/multi agency setting.	D	A	
Knowledge and Statutory Requirements:	Knowledge of email, internet and intranet.	E	A	
	Understanding of the basic principles of customer care and providing an effective service	E	A	
Planning, Organisation and Mental Challenge:	Ability to be able to use own judgement to identify straightforward solutions to simple problems.	E	A	
Empathy & Social Intelligence:	The post holder requires some self-awareness, self-management, social awareness and relationship management together with considerable empathy, understanding and the ability to accurately read, anticipate and understand the needs, motivations, beliefs and desires of others.	E	A	
Interpersonal & Communication:	The post holder requires good communication and interpersonal skills to relate, to people at all levels within the Trust.	E	A/I	
	Ability to remain calm under pressure.	E	A/I	

Physical Skills and Demands:	Works in an office environment.	E	A	
	The post holder is expected to have a considerable demand for precision and speed to be able to accurately input information to meet deadlines.	E	A/I	
Initiative & Independence:	The post holder will work from instruction, but will be expected to use their initiative and make some minor decisions, as they arise. Problems are referred to their line manager.	E	A/I	
Emotional Challenge and Resilience:	The post-holder will be expected to deal with children, parents and visitors in a professional and courteous manner	E	A/I	
Philosophy and Commitment:	An interest in educational issues.	E	A/I	
	A belief that everyone can benefit from, and has entitlement to, high quality educational opportunities.	E	A/I	
	A 'can-do' approach and positive attitude to innovation and change.	E	A/I	
Personal Qualities:	Ability to contribute to effective team working.	E	A/I	
	Effective time management.	E	A/I	
	Ability to work confidentially and with discretion.	E	A/I	
	Excellent organisational skills.	E	A/I	

Responsibility for People:

The role involves some direct impact on the well-being of people as a direct result of the tasks/duties undertaken.

Responsibility for Policy Development:

The post holder will have no direct responsibility for policy development within the Trust, other than contributing in policy consultation.

Responsibility for Student Outcomes:

The post holder will have limited direct impact on the educational outcomes of students/learners.

Working Conditions:

The post holder works in an office environment and can have minimal exposure to people issues throughout the working day.

Main Contacts:

The post holder must always project a professional image when dealing direct with colleagues, governors, parents/carers and external bodies.

Characteristics of the post:

The employment checks required of this post are:

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications
- Two satisfactory references
- Evidence of a satisfactory safeguarding check e.g. an Enhanced Disclosure and Barring Service Check for Regulated Activity
- Confirmation of medical fitness for employment as required
- Registration with appropriate bodies (where applicable)

Date Completed:

Signature of Post holder: **Date:**

This is a description of the job as it exists at present; All Trust Job Specifications are reviewed and are liable to variation in consultation with the post-holder in order to reflect future developments, roles and organisational change.

Please make sure that you can demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on our application form. The letters A, B and C in the "Rank" column refer to the importance we will give to your answers when we read your application. You must all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during your induction period.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled candidates. We have tried to do this, but if you have a disability and identify any barriers in the job specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview, etc.