Job Description

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| **Job Title:** | Business Support Officer |
| **Location:** | Exwick Heights |
| **Responsible To:** | Headteacher |
| **Salary Grade:**  **Hours & Weeks per Year:**  **Contract:** | F 27,905 - £31,371 (actual £24,294 - £27,312)  37 hours per week – 40 weeks per year  Permanent |

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| **Key Purpose of Job**  The post holder is responsible for the provision and management of a comprehensive administrative support service across the school including effective and efficient personal administration support to the Headteacher.  Being responsible to the Headteacher the post holder will be the key link to the Trust Central Services Team ensuring the day-to-day requirements for HR, Finance, Health and Safety, Facilities Management and Catering are met through embedded frameworks and processes.  The post holder will be responsible for the supervision and line management of the school Administrators, Premises Lead, Cleaner and the Kitchen Manager. |

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| **Anticipated Outcomes of Post**  Comprehensive school processes are achieved in the desired timeframes and aligned with the requirements of the Trust.  Effective line management of staff, the kitchen manager, premises lead and admin team. |

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| **Key Responsibilities of the Post**  Line management of staff, including appraisals.  Lead and manage the development and implementation of quality procedures and systems for Business Support across the Trust.  Support the Headteacher in the provision of key information and data for Governors.  To ensure the SIMS database is used effectively and securely to improve information given to staff and parents and that computer systems are used fully to maximise productivity.  In liaison with the Trust Estates Manager and Premises Manager, co-ordinate the day to day deployment of the Premises Lead to ensure the site is maintained, safe and compliant. This will include supporting the administration and co-ordination of risk assessments, checks, plans and service arrangements and monitor compliance with regard to the cleaning contract and engage contractors as required.  Maintain effective health and safety policy and procedures, with support from the Premises Manager, including the production of the health and safety report for Governors.  Act as the key contact for all data protection and information governance requirements, linking with the Trust Data Protection Officer for support and advice and breach reporting.  Work with the Trust Finance Team and Headteacher to maintain the school’s budget and support the Headteacher to ensure the effective deployment of resources and staffing.  Oversee Purchase orders and monitor school expenditure and income, including petty cash holding of £250 and take responsibility for school debit card.  Ensure the Headteacher has adequate information to enable them to develop the school improvement plan in accordance with operational requirements.  Assist in the management of all school activities ensuring they are cost effective, comply with statutory guidelines, regulations and policies.  Liaise with parents and other members of the public as appropriate and present a professional, and calm image at all times, acting as the main point of contact in the marketing of the school to prospective parents.  Manage and update all HR data, ensuing all relevant data is available for managers to assist the proactive management of any HR matters.  Manage the full onsite HR administration requirement, including recruitment and selection, payroll administration, contracts and changes and HR data including workforce census. Support managers by providing access to toolkits and resources to assist them to manage HR matters. Support managers to gain advice and guidance on HR matters, liaising with the Trust HR Team.  Ensure the Single Central Record is maintained in accordance with best practice and Trust requirements.  Act as gatekeeper to ensure the effective operation of Quality Control systems in respect of all documentation produced by or for stakeholders.  Responsible for reconciling and auditing financial income within the school.  The letting of the school premises in accordance with the school’s policy and TWMAT guidelines.  Act as a key holder for the site and confirm receipt of goods as appropriate. |

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| **Supervision / Line Management Responsibilities of the post**  The post holder will be responsible for managing support staff within the Business Support Team, including their appraisals and any informal action under the Trust Policies. Formal action being undertaken by, or with support from a member of Senior Leadership Team. |

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| **Working Environment & Conditions of the post**  Normal office environment |

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| **Other Duties** To undertake additional duties as required, commensurate with the level of the job.To contribute to the effective working of the school  1. Maintain positive, professional relationships with students, parents / carers and teachers 2. maintain a presence around the school to ensure that the highest standards of behaviour and site-usage are upheld;  To participate in induction training, staff review processes and professional development opportunitiesAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and School vehicles. 2. The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members. 3. The post-holder is expected to familiarise themselves with and adhere to all relevant School Policies and Procedures. 4. The post-holder must comply with the School’s Health and Safety requirements specifically for the school they are working at 5. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.   As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post |

Person Specification

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| **Area** | **Job requirements** | **Essential/Desirable** | **Evidence** |
| A. Qualifications and Professional Development | GCSE English and Maths (grade C or above) or equivalent level of experience  Relevant Business Administration Qualification or equivalent experience  Willingness to identify and take part in relevant self- development opportunities | E  E  E | A, C, I  A, C, I  A, C, I |
| B. Experience | Experience of effective supervision or management of business support employees  Administrative experience gained in a busy working environment (in an education setting is desirable)  Experience of maintaining accurate data, producing statistical and factual reports.  Co-ordinating recruitment processes and undertaking personnel administration | E  E  E  D | A, I, R  A, I, R  A, I, R  A, I, R |
| C. Knowledge/ Skills | To work under pressure and prioritise workload to meet deadlines  Ability to quickly process information, find solutions and develop systems to support effective working practices  Ability to remain calm in complex and pressurised situations  Good interpersonal skills. Ability to communicate confidently at all levels and develop and maintain positive working relationships  Good level of written and verbal skills (including an excellent telephone manner)  Ability to exercise discretion and maintain confidentiality  Good organisational skills with the ability to multitask. Can work flexibly and on own initiative    Ability to carry out detailed work whilst maintaining accuracy and attention to detail. Accurate typing skills and minute taking.  Excellent IT skills, including Microsoft Office applications, in particular Word, Excel, Powerpoint and Outlook.  Working knowledge of iTrent and SIMs  Understanding of Health & Safety procedures, Child Protection and the Data Protection Act.  The ability to fulfil all spoken aspects of the role with confidence and fluency in English. | E  E  E  E  E  E  E  E  E  D  E  E | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| D. Other Conditions | Involvement with and interest in children, education and the whole school community.  Have up to date knowledge and understanding of Child Protection legislation and policies.  Understand the importance of equality legislation in dealing with children, members of the public and staff  Satisfactory pre-employment checks including DBS | E  E  E  E | A,I  A, I  A, I  A, I |

**Key to Evidence:**

A – Application Form & Letter

C - Certificates

I – Interview

R - References