



JOB DESCRIPTION

- Role:** Business Support Officer
- Responsible to:** School Support Manager / Headteacher
- Purpose of role:** To effectively support the business functions within the workplace.

Main Duties

- Offering support to students, staff members and visitors in relation to business functions operationally
- Making and receiving telephone calls, answering queries or referring to appropriate staff members as required. Use of e-mail for empathetic and effective communication
- Assist with maintenance of student registers and carry out first day calling, escalating concerns as appropriate.
- Producing good quality correspondence, reports and other documentation as required.
- Accurate use of IT systems including relevant school software packages. (Training will be provided as necessary)
- Maintaining accurate computer and manual records, ensuring confidentiality
- Maintaining filing systems including archives
- Reception duties
- Post room duties including preparation of mail, receipt and distribution of incoming mail and deliveries.
- Diary management
- Providing assistance with the organisation of events
- Assist with hospitality for meeting and events.
- Attending to sick/injured students, making arrangements as required

Other duties:

- Be aware of and comply with policies and procedures relating to child protection, equal opportunities, health and safety, security, confidentiality and data protection.
- Adhere to the staff code of conduct / staff handbook.
- Undertake performance management, training and other professional development opportunities.
- The current main duties and responsibilities of this post are outlined in this job description. The list is not intended to be exhaustive.
- The post holder will deal with changing and conflicting deadlines and frequent interruptions to work.
- The job holder will be expected to seek advice and escalate more complex issues to senior members of staff. The post holder will need to use discretion as to when to escalate.
- The need for flexibility, shared accountability and team working is required.
- The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's banding and whenever reasonably instructed.

PERSON SPECIFICATION

Qualifications	<ul style="list-style-type: none"> • Educated to a good standard, with GCSE English as a minimum • Evidence of further professional development and training is desirable
Skills, Knowledge and Experience	<ul style="list-style-type: none"> • Strong ICT skills, experience of MS Office • Ability to organise and prioritise own workload • Good time management skills • Understanding of safeguarding and child protection • Prior experience in an educational setting is desirable
Personal Qualities	<ul style="list-style-type: none"> • Positive and professional manner • Good communicator • Understanding of the importance of confidentiality • High level of accuracy and attention to detail

OUR VALUES

<p>Our values drive what we do; they explain what is important to us. Our vision captures our ambitions for the future and what we are all working towards.</p>	
<p>Our core values We believe in:</p>	<p>Our vision</p>
<p>Opportunity</p>	<p>We are ambitious for every child in our trust schools and we are dedicated to success for all.</p> <p>The decisions we make as a trust and the way we work is built upon what is right for the young people in our care.</p>
<p>Community</p>	<p>Each school will be a distinctive community that builds confidence in young people.</p> <p>Pupils will grow as individuals, work together and develop an understanding of the world around them.</p>
<p>Excellence</p>	<p>Every child will thrive in a strong school.</p> <p>Expert teachers, supported by strong leaders, bring to life a curriculum that gives pupils the knowledge and skills to succeed.</p>