



South Pennine
Academies

**Business Support Coordinator
Candidate Pack**

Dear potential colleague,

Thank you for expressing an interest in our position as Business Support Coordinator.

We are looking for an individual to provide professional and efficient support for our central team.

You'll be able to demonstrate:

- Strong verbal and written communication skills, (including minute taking);
- Strong organisational and time management skills to co-ordinate and manage internal and external training courses;
- Being able to work independently and being a self-starter.
- The flexibility to support occasional meetings outside 8 – 4 (with appropriate notice);
- The skills and attitude to represent the Trust by being warm, welcoming and professional;
- The drive to learn and develop your skills and knowledge;
- Patience to undertake some necessary (but mundane) tasks, for example organizing post, supporting training events to run smoothly).

In turn we can offer you the following:

- Support and guidance whilst undertaking your apprenticeship training
- The opportunity to undertake Trust professional development
- A post with variety, that provides the opportunity to shape and make your own;

If you think you may be the right candidate for this role, then we look forward to receiving your application.

If you would like to discuss this role further, please do not hesitate to contact Becca Szefer (Executive Assistant to the CEO) at BSzefer@spacademies.org who is overseeing this recruitment.

Yours sincerely,

Alison Black
Interim CEO/Education Director

Job Description

Post: Business Support Coordinator

Overview: The role will involve providing a warm and welcoming first point of contact for all visitors to the Trust offices. You will be responsible for the day-to-day management of events and the main reception areas, whilst providing administrative support appropriate with this role.

Salary: Grade 6, SCP 7-11 £21,724 – £23,231 (actual)
(FTE £24,294 - £25,979)

This is based upon term time plus 1 week – 39 weeks per year (you will be paid in 12 equal installments including the holiday pay)

Contract Type: **Normal Hours 37 per week**
Monday – Thursday 8.00am – 4.00pm
Friday 8.00am – 3.30pm
This will be adjusted in the case of any evening working (i.e. through flexi time)

Location: South Pennine Academies Business and Training Centre, The Gateway, Lowfields Industrial Estate, Elland, HX5 9DL

Reports To: Executive Assistant to the CEO



The Role

To provide effective and efficient support to our Central Team and to work proactively, innovatively and responsively to provide excellent administrative support.

Administration

- Providing administrative support to CEO and Directors, under the direction of the Executive Assistant to the CEO
 - Assisting collating data from calendars
 - Producing documentation
 - Assisting with maintenance of check lists and procedures and ensuring they are fit for purpose:
- Facilitating meetings and small events, both face to face and virtually, including setting up meeting rooms, arranging catering/refreshments and tidying up;
- Support internal and external meeting arrangements, including room and catering booking, preparation of agendas and papers, distribution of appropriate papers, and minute taking as required;
- To occasionally provide a professional and effective reception provision, demonstrating excellent customer service skills when acting as the first point of contact for The Gateway. This includes answering all incoming calls, greeting, and dealing with visitors and stakeholders;
- Assisting with setting up of academy events, presentations, and other activities;
- Organising and maintaining effective administrative and filing systems, both paper and electronic, to provide an efficient working environment;
- To participate in wider Trust meetings and working groups as required (this could include minute taking at formal meetings) occasionally these meetings will be out of hours;
- Leading small projects as appropriate to the nature of the role (e.g. around administrative processes);
- To manage the postal arrangements for "The Gateway", ensuring all post is recorded appropriately.
- Managing stationary and arranging orders with 3rd parties
- Word processing and data inputting as and when required.
- Undertaking administrative duties such as filing, recording keeping, scanning photocopying, and distributing of documents
- Coordinating shredding and disposing of confidential documents/information in accordance with GDPR
- Assisting the Head of Estates with administrative tasks when required
- Organising and managing the central staff refreshment (tea/coffee) budget including collection of payments and ordering of stock.
- Maintaining the central calendars to co-ordinate holiday and INSET days for academies.
- Supporting the Governance Clerk with the collation of reports and agenda items for meetings. Using Trust Governor to support the organisation and circulation of agendas.
- Assisting with the maintenance of the archiving and retention system ensuring that documents are disposed of in line with the record management policy in a safe and secure way.
- Supporting the Executive Assistant and Head of IT with the processing of Subject Access Requests (SAR) in a confidential manner (this may include leading the process on some SARs).

Data Management

- Co-ordinating the provision of Trust level data – this will include producing and providing regular reports;
- Chasing and obtaining information from individual academies to ensure the provision of regular up to date data.

Human Resources (HR) & Finance

- Order eye test vouchers and work with finance to recharge academies as appropriate.
- Adding orders onto the Finance system as and when required
- Assist with removing leavers from all systems, liaising with the HR Team as and when required.

General

- Maintain the office photocopier, logging maintenance calls and ordering replacement toners.
- Fire Marshall duties in the case of fire and/or emergency evacuation.
- To adhere to GDPR and Data Protection Regulations, whilst maintaining confidentiality

Generic Support Staff Requirements:

- Uphold the professional standards expected of every member of Trust staff in all dealings with colleagues, students, parents/carers and the wider community.
- Adhere to the principles expressed in the aims of the Trust.
- Actively contribute to the continued development of the central team by attending training, participating in relevant meetings, and putting forward ideas for improvement.
- Be a positive, collaborative team member.
- Apply Trust policies in all aspects of the role.
- Keep up to date with all aspects of the safeguarding and child protection training as it applies to the post.
- Take responsibility for your own continued professional development.
- To deal courteously and efficiently with all staff who require support.
- Undertake job related training if required.
- It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards employees. The postholder should also counteract such practice or behaviour by challenging or reporting it.

As part of your wider duties and responsibilities you are required to promote and actively support the academies responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable. Please refer to your Employee Handbook for further information regarding Safeguarding.



Person Specification

How Identified - Application Form/Selection Process	Essential	Desirable
Relevant Experience		
Previous experience of administrative work.	✓	
Experience of working with computer databases, and Microsoft Office packages.	✓	
Experience of developing and producing data reports		✓
Experience of producing accurate documents.	✓	
Previous experience of working in a school environment.		✓
Previous experience of minute taking		✓
Previous experience of successful office administration in a busy environment.	✓	
Education and Training Attainments		
Numeracy and literacy skills in order to produce reports and perform simple calculations.	✓	
Level 3 qualification or equivalent in administration or the ability to demonstrate the capacity to work to that level.	✓	
General and Special Knowledge		
Understanding and commitment to the Trust's Equality policy and how it relates to the duties of the post.	✓	
Understanding of basic principles of customer care.	✓	
Self-starter	✓	
Skills and Abilities		
Computer literacy skills: including e-mail and internet.	✓	
Ability to communicate effectively with a range of people both verbally and in writing.	✓	
Ability to work effectively as both part of a team and as an individual.	✓	
Ability to work effectively and respond positively to the demands of a varied workload.	✓	
Ability to interrogate electronic and other systems to produce reports based on the data provided	✓	
Ability to produce accurate notes or minutes	✓	
Ability to work to strict deadlines whilst maintaining accuracy.	✓	
Any Additional Factors		
Commitment to undertake continued training and development.	✓	

Be willing to undertake training to become a qualified First Aider.	✓	
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This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to our values and principles.

The Selection Process

How to Apply

If you wish to apply for this position, you should complete the online application form fully, ensuring all details are accurate and all declarations are signed. Please ensure you enclose two professional referees with one being your current employer (with email addresses if possible). **Do not enclose additional CVs.**

Applications are made via the My New Term portal.

Ensure you fully complete the relevant skills and experience section of the form, addressing the key characteristics and experiences outlined in the person specification and the unique contribution that you could make to the future success of our Trust.

Applications are welcome from both internal and external candidates.

Successful applicants will be required to undertake an Enhanced Criminal Records Check via the DBS. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Submit your application by:
Monday 19th August at 9:00am

Interviews to be held
Thursday 29th August 2024

Important Safeguarding notice / Statement of Intent

As part of your wider duties and responsibilities you are required to promote and actively support the Trust's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

The following statement is an extract from our Safer Recruitment Policy and is in line with the Government's Department for Education document: 'Keeping Children Safe in Education 2023.

Statement of Intent

South Pennine Academies is committed to ensuring a culture of safer recruitment and as part of that implement recruitment procedures that deter, reject or identify people who might abuse children. All academies across the Trust adopt a consistent and rigorous approach in the recruitment and selection processes, with the aim of ensuring that those recruited are suitable for such an important and responsible role. The purpose of safer recruitment is ultimately to:

- **Deter:** From the beginning of the recruitment process, it is important to send the right message, that the organisation has a rigorous recruitment process and does not tolerate any form of abuse. Wording in adverts and recruitment information must aim to deter potential abusers.
- **Identify and Reject:** It will not always be possible to deter potential abusers. Therefore, careful planning for the interview and selection stage, in terms of asking the right questions, setting appropriate tasks and obtaining the right information can assist in finding out who is suitable for the role and who is not.
- **Induct:** Induction is an essential part of our recruitment process, we ensure that comprehensive induction processes are in place, together with appropriate policies and procedures, raising awareness through staff training and generally developing and maintaining a safe culture within the organisation will all help to prevent abuse or identify potential abusers.

The intention of this policy is to ensure that all stages of the recruitment process contain measures to deter, identify, prevent and reject unsuitable people from gaining access to students within the organisation. The policy and the practical implementation of recruitment and selection processes also aim to meet all legislative requirements, any statutory or other guidance that may from time to time be issued in order to keep children safe and safer recruitment in education, as well as principles of general good practice.

The Trust - South Pennine Academies

Vision

- To develop a group of closely partnered academies
- To ensure all academies are world class Centres of Excellence for Teaching and Learning
- To ensure the Trust plays a pivotal role in improving the life chances of students
- To develop local solutions and partnerships to meet local needs
- To promote school improvement with inclusion and diversity at its core

Values

South Pennine Academies believes in school improvement through a partnership model. This brings drive, expertise and capacity to the school improvement agenda. We recognise and encourage each academy's unique characteristics and ethos, reinforcing their individual identities within their respective communities.

Working within a multi academy Trust allows school-to-school support to flourish. Becoming part of our partnership will allow you to become a leader not a follower, and be involved in shaping the partnership rather than having it shaped for you.

Key Priorities

- Strong and Effective Leadership
- High Performing Staff
- Successful Students
- Engaged Community
- Organisational Resilience and Sustainability

Joining South Pennine Academies

- **Professional Development** - The Trust is committed to developing all staff within their roles and creating continued fantastic opportunities for further career progression. Please visit the following link to view the [South Pennine Academies CPD brochure - South Pennine academies - Professional Development at SPA](#)
- **Pension** – Every employee of South Pennine Academies has access to the Teachers' Pension Scheme or the Local Government Pension Scheme
- **Wellbeing Benefits** – Through our wellbeing provider, Smart Clinic, staff can access a number of generous wellbeing benefits including physiotherapy, 24-hour GP helpline, cancer support, stress counselling support and weight management.
- **Electric Car Scheme** - The Trust has registered with Tusker to allow eligible staff to be able to take advantage of the salary sacrifice tax relief arrangements on a range of electric cars. For more information and eligibility criteria, please contact HR.
- **Free Will Writing Service** – Provided via solicitors Dunham McCarthy – a free and completely confidential service for all SPA employees. The free service is provided remotely, either by telephone or video call, at a time to suit you. You will have an adviser to help you complete each step from start to finish.
- **Cycle to Work Scheme** – The Trust has registered to join this scheme as a provider for staff to be able to take advantage of the salary sacrifice tax-relief arrangement. For more information, eligibility criteria and details of how to apply, please contact the central HR team.
- **Annual Flu Vaccinations** – Annual Flu vaccinations offered to staff either by visit from nurse on site or via vouchers, accepted at various GP surgeries or pharmacies
- **Hybrid / Smarter Working** – South Pennine Academies recognises the mutual benefit of homeworking. The balance between office and home working will vary depending on the role and the person concerned and any remote working will be agreed with your line manager.
- **Free Eye Test** – The Trust offers a free eye test to all staff, and £49 toward the cost of glasses, needed for VDU purposes only, in partnership with Specsavers. Please contact Central HR for more information and how to obtain an eye test.





South Pennine Academies Partner Schools





Business and Training Centre, The Gateway, Lowfields Close,
Lowfields Business Park, Elland, HX5 9DX