

Inspiring Futures Through Learning Role Profile

Role Title: **School Business Support**

Accountable to: **School Business Manager**

Purpose of job

The experienced post holder will provide an efficient and comprehensive administrative, receptionist and support service to various members of staff, visitors and students.

Key Objectives

The specific range of tasks and responsibilities will be dependent upon the size and operating procedures of the school and may include any combination of the following;

1	To ensure the efficient operation of reception and undertake reception duties; answering general telephone and face to face enquiries and signing in visitors.
2	To support the senior leadership team with the general administration for Heronsgate School, liaising with third parties as required.
3	Use the Bromcom computer-based system to input and process data in relation to admissions, edit information as required and perform Census checks and other statutory returns.
4	Use parent communication software to send messages to parents and carers, to collate information and collect payments.
5	Administer the central admin mailbox, ensuring messages are responded to promptly, and passed to the appropriate member of staff.
6	To maintain and update the school's website.
7	To maintain confidentiality at all times in respect of school matters and to prevent disclosure of confidential and sensitive information.
8	To administer first aid and act as fire warden as required.

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Headteachers may require particular additional duties to be undertaken to suit the school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties.



Heronsgate School

Scope

Provide a general administrative role to the school including front line reception duties.
The role will also involve the operation of relevant IT equipment and use of computer packages e.g. Microsoft Office and Bromcom.
Good understanding and ability to use relevant technology

Work Profile

Provide general clerical support and produce lists, information and data as requested by senior staff or external agencies.

Deal with enquiries either by telephone or face to face.

First point of call for sick pupils.

Lead on arrangements for school visits and events.

To adhere to school local and national authority's guidelines and exercise professional discretion at all times.

Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Participate in training and other learning activities and performance development as required

Contribute to the overall ethos/work/aims of the school.

Attend relevant meetings.

To maintain confidentiality.

Other information

Inspiring Futures Through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow the Trust's safeguarding policies and procedures and to behave appropriately towards children at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.



Skills and Knowledge		Level		Assess by;
<u>A</u> ttainable	Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time		<u>A</u>	A Application I Interview T Testing R Reference
<u>D</u> esirable	Applications will be preferred from candidates with the denoted qualifications or experience		<u>D</u>	
<u>E</u> ssential	Applicants without the denoted qualifications or experience will not be considered for this role		<u>E</u>	
Qualifications	Grade C and above in GCSE Mathematics and English.	X		A
Skills / Experience	School administrative experience.		X	A
	Proficiency in standard IT packages: Microsoft Office and SIMS/Bromcom.		X	I
Competencies		Level		Assess by;
<u>A</u> wareness	Demonstrable aptitude and ability to develop in the particular work area		<u>A</u>	A Application I Interview T Testing R Reference
<u>S</u> ignificant	Clear competence in the work element sufficient for all role requirements		<u>S</u>	
<u>E</u> xtensive	Sufficient expertise in the work element to lead and mentor others, and influence policy and practice		<u>E</u>	
Planning and organising work	Awareness of deadlines and other requirements in relation to specific work streams and excellent organisational skills.	X		I,R
Planning capacity and resources	Understanding of team objectives and working co-operatively to achieve aims.		X	I
Influencing and interpersonal skills	Exchanging a wide range of information with a wide range of recipients such as colleagues, parents/carers, pupils and external suppliers.		X	I,R
	Excellent interpersonal skills, keen, positive and enthusiastic team player.		X	I
Using initiative	Flexible and pro-active to meet the needs of the school and handle varied levels of pressure.		X	I
Working independently	Dealing with day to day issues independently wherever possible.		X	I,R, T



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Experience	Previous experience in an administrative or front office role.	x			I
Personal skills required	Professional communicator at all levels, capable of multitasking and delivering to strict deadlines	x			I
	High levels of accuracy and attention to detail	x			I,R
Managing risk	Awareness of general health and safety risks in an office/school environment.		x		I
Managing oneself	Awareness of opportunities for personal development.		x		I

