

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Business Support Assistant</b>
<b>Grade:</b>	<b>4</b>
<b>Salary:</b>	<b>SCP 13 – SCP 16</b>
<b>Conditions of Service:</b>	<b>Support Staff Contract of Employment</b>
<b>Responsible to:</b>	<b>Operations Manager / Headteacher / Principal</b>

### **Statement of Purpose**

Under the guidance of senior staff, to be responsible for undertaking administrative, financial and organisational processes within the school, and to assist with the planning and development of support services.

- Deal with routine and non-routine reception/visitor etc. matters, ensuring a positive experience and quality of service delivery.
- Take and deal with all calls to school in a professional and timely manner, directing callers to the appropriate person/department.
- Responsible for the organisation of school trips/events etc., following appropriate school and Trust procedures.
- Responsible for the uniform or other 'shops' within the school ensuring appropriate financial guidelines are adhered to.
- Provide advice and guidance to staff, pupils and others in relation to school operations matters.
- Contribute to the organisation of support service systems/procedures/policies on behalf of the Principal.
- Supervise, train and develop staff in identified areas in order that school procedures are effectively implemented.
- Responsible for the supervision and allocation of work to any volunteers that attend school in order that policies, procedures and processes are adhered to.
- Provide personal, administrative and organisational support to other staff identified by the Principal or Operations Manager accordingly.
- Provide administrative, financial and organisational support to the Principal and Operations Manager, ensuring stock is managed and monitored within agreed budgets and that resources are catalogued in line with auditing procedures.
- Undertake complex and demanding financial administration procedures including the planning, monitoring and evaluation of budgets when required and in accordance with policy and procedures.

- Undertake the administration of Payroll systems on advice from the Operations Manager/Principal in order that appropriate changes are recorded and managed within the school budget. E.g. variations to contract, maternity leave, additional hours etc.
- Responsible for monitoring the expenditure within agreed budgets, reporting as appropriate on potential overspending or areas of risk in order that spending limits or patterns can be restricted or increased.
- Responsible for the management of computerised and manual record/information systems including confidential data that requires compliance with GDPR.
- Analyse and evaluate data/information in order to produce reports and information as required.
- Undertake typing and word-processing and intricate and occasionally complex IT based tasks as required by the Principal/Operations Manager.
- Assist with procurement, sponsorship and marketing for the school in accordance with policy and procedure and guidance of the designated specialists. E.g. Principal, Marketing Officer Etc.
- Manage administration of facilities including use of school premises in order that repairs and maintenance are reported and dealt with by the appropriate individual and that health and safety of the building is adhered to at all times.
- Attend and participate in school meetings as required and directed in accordance with school procedures, policies, learning events and policy.
- Where required assist with pupil needs during the school day, supporting the Principal in respect of calling parents, third parties or dealing with issues relating to welfare and sickness.
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.

**Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

<b>Minimum Criteria for Two Ticks *</b>	<b>Criteria</b>	<b>Measured by</b> APP/I/ASS
	<b>Qualifications/Training</b> <ul style="list-style-type: none"> <li>• Educated to NVQ Level 3 (A Level / Ordinary National Certificate or appropriate equivalent) OR relevant experience.</li> </ul>	APP/I
	<b>Knowledge/Skills</b> <ul style="list-style-type: none"> <li>• Experience of development, management and operation of administrative systems.</li> <li>• Supervisory experience.</li> <li>• Financial acumen.</li> </ul>	APP/I
	<b>Safeguarding</b> <ul style="list-style-type: none"> <li>• Enhanced DBS and Children’s Barred List clearance.</li> <li>• Motivation to work in an environment with children and young people &amp; vulnerable adults.</li> <li>• Ability to form personal boundaries in an environment with young people and vulnerable adults.</li> </ul>	APP/I
	<b>Behavioural Attributes</b> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	APP / I

#### MEASURED BY KEY:

APP = Application form      ASS = Assessment activities      I = Formal interview  
 In addition to candidates’ ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**HH 28/09/2021**

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.

