



## **STAR ACADEMIES**

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### **BUSINESS SUPPORT ASSISTANT - RECEPTION**

#### **JOB DESCRIPTION**

##### **JOB PURPOSE:**

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

##### **JOB SUMMARY:**

1. Provide reception, switchboard and administrative support services to the school.
2. Work as a part of a team with the other Business Support Officers and assist with the workload of a busy office.

##### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

###### **1. Reception Duties**

- 1.1 Manage the Reception desk and provide a professional and welcoming first point of contact for all staff, pupils and visitors.
- 1.2 Manage the visitor sign-in process using the Invenry system and issue visitor badges and lanyards in accordance with safeguarding and site security procedures.
- 1.3 Escort pupils to and from class and use the Invenry system to sign in and out, tracking lates and lunch requests.
- 1.4 Maintain supply tracking sheets, including sign-in/out logs.
- 1.5 Advise parents on clubs, pupil premium, school meals, clubs, trips, and payments.
- 1.6 Manage incoming telephone calls, directing queries appropriately and ensuring a professional and courteous response at all times.
- 1.7 Monitor and respond to voicemail messages promptly, forwarding information to relevant staff as necessary.
- 1.8 Work as a team with the other Business Support Officers and assist with the workload of a busy office.

## **2. Administration**

- 2.1 Undertake word processing and other ICT based tasks including the production of letters, reports, schedules, etc.
- 2.2 Provide general administrative support, e.g. reprographics, photocopying, laminating, filing, emailing.
- 2.3 Maintain manual and computerised records and/or management information systems.
- 2.4 Sort and distribute the internal and external mail (including parent letters to classes).
- 2.5 Provide routine clerical support in relation to the production and distribution of specific materials, e.g. school newsletters, school prospectus, etc.
- 2.6 Assist with the preparation and distribution of pupil report cards.
- 2.7 Provide administrative support to the SENDCo as required.
- 2.8 Maintain and update pupil and staff data sheets.
- 2.9 Generate class lists and reports as needed.
- 2.10 Support club register management and ensure accurate attendance records.
- 2.11 Assist the BSO (Business Support Officer) with sending school-wide communications.
- 2.12 Manage medical forms and notices, ensuring records are up to date and accessible.
- 2.13 Manage small administration projects.
- 2.14 Regularly check and respond to messages received via the school's info email account and MyChildAtSchool (MCAS).
- 2.15 Ensure accurate and timely pupil/staff/visitor tracking and reporting against Fire Registers and Inventory Reports during Fire Drills and actual Emergency Evacuations.
- 2.16 Support with documenting the accidents log.
- 2.17 Support parent communications via text, including updates on clubs, trips, and meetings.
- 2.18 Input and maintain parent email addresses on the school system.
- 2.19 Track locker key assignments and maintain related records.
- 2.20 Update safeguarding and other statutory notices as required.
- 2.21 Liaise with the Finance Business Support Officer (BSO) regarding goods receipting and related documentation.
- 2.22 Print labels and invoices as requested.
- 2.23 Manage the school diary and assist with briefing preparations.
- 2.24 Arrange coach bookings for school trips and events.

## **3. Operational Support**

- 3.1 Assist parents in completing medication and allergy forms, ensuring all necessary information is accurately recorded.

- 3.2 Liaise with the BSO regarding allergy and medication-related queries and responsibilities.
- 3.3 Provide support during school health-related events, such as visits from the school nurse.
- 3.4 Assist with the coordination and smooth running of school-day events, including visits from photographers, parents, and external professionals.
- 3.5 Monitor and follow up on outstanding lunch debts in a timely and sensitive manner.
- 3.6 Manage pigeonholes for staff communication and document distribution.
- 3.7 Support the School Council with administrative tasks and meeting arrangements.
- 3.8 Maintain and update the staffroom and parent noticeboards with relevant and timely information.

#### **4. Resources**

- 4.1 Operate office equipment, e.g. photocopier, laminator, guillotine etc., and ICT packages (Word, Excel etc.) in accordance with manufacturer's instructions.
- 4.2 Liaise with the IT Technician to replenish toner and cartridges when required.
- 4.3 Regularly update and manage the First Aid personnel list to ensure accuracy and compliance.
- 4.4 Monitor and replenish supplies in First Aid boxes across the site, ensuring all kits are fully stocked and meet health and safety standards.
- 4.5 Receive and verify deliveries against purchase orders or delivery notes to ensure accuracy and completeness.
- 4.6 Provide refreshments for visitors, including preparing and serving tea and coffee as required.
- 4.7 Ensure hospitality areas are clean, welcoming, and well-stocked. Liaise with the School Business Manager to request additional supplies when needed.

#### **5. Customer Care**

- 5.1 Provide quality services that are what our customers want and need.
- 5.2 Respond to and manage Subject Access Requests (SARs) in line with data protection laws.
- 5.3 Give customers the opportunity to comment or complain if they need to.
- 5.4 Work with customers and do what needs to be done to meet their needs.
- 5.5 Inform the line manager of customer feedback, in relation to the services delivered.
- 5.6 Be prepared to gain a First Aid qualification and administer First Aid across the school.

#### **6. Support for the School**

- 6.1 Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- 6.2 Be aware of and support difference to help ensure everyone has equal access to the services of the school and feels valued, respecting their social, cultural, linguistic, religious and ethnic background.

- 6.3 Contribute to the school ethos, aims and development/improvement plan.
- 6.4 Work as part of a team, appreciating and supporting the role of other people in the team.
- 6.5 Attend and participate in meetings as required.
- 6.6 Undertake personal development through training and other learning activities, including performance management as required.

## **7. Other Responsibilities**

- 7.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 7.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 7.3 Contribute to the wider life of the Trust and the Star community.
- 7.4 Carry out any such duties as may be reasonably required by SLT.
- 7.5 Carry out any such duties as may be reasonably required by the Trust.

## **8. Records Management**

- 8.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

*This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.*



## STAR ACADEMIES

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	NVQ Level 1/Level 2 or equivalent qualification. Good level of literacy and numeracy skills to GCSE standard or experience in relevant discipline.	E	✓	
2.	Evidence of continued personal and professional development.	E	✓	
<b>EXPERIENCE</b>				
3.	Experience in an administrative/reception role.	E	✓	✓
4.	Experience of working within an educational environment.	E	✓	✓
5.	Proven experience of dealing with people, either in person or over the telephone to the required standards of service.	E	✓	✓
6.	Effective use of ICT packages, especially MS Office 7 or above.	E	✓	✓
7.	Effective use of e-mail systems/VLE.	E	✓	✓
8.	Experience of BROMCOM computerised systems.	E	✓	✓
9.	Understanding of school roles and responsibilities.	E	✓	✓
10.	Organised and efficient administrative skills.	E	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
11.	IT software packages, e.g. MS Office and data bases and its application in schools.	E	✓	✓
12.	Good understanding and ability to use relevant technology e.g. photocopier.	D	✓	✓
13.	Understanding of relevant processes and systems in use within schools to deliver effective customer care.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
14.	Understanding of how to provide a welcoming environment.	D	✓	✓
15.	Understanding how to develop and maintain effective filing systems.	D	✓	✓
<b>PERSONAL QUALITIES</b>				
16.	Willingness to participate in further training and development opportunities offered by the school and county, to further knowledge.	E	✓	✓
17.	Willingness to maintain confidentiality on all school matters.	E	✓	✓
18.	Excellent communication skills both face to face and over the telephone.	E	✓	✓
19.	High expectations of all pupils; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements.	E	✓	✓
20.	Customer Care – Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users.	E	✓	✓
21.	Ability to build and maintain successful relationships with pupils, treat them consistently, with respect and consideration and demonstrate concern for their development as learners.	E	✓	✓
22.	Ability to work effectively and respond well under pressure.	E	✓	✓
23.	Demonstrate and promote the positive values, attitudes and behaviour they expect from the pupils with whom they work.	E	✓	✓
24.	Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.	E	✓	✓
25.	Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.	E	✓	✓
26.	To be able to respond to management instruction to ensure tasks are completed within specified timeframes.	E	✓	✓
27.	Self-motivated, with the ability to work with minimal supervision.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
28.	Able to liaise sensitively and effectively with parents and carers recognising their role in pupil learning.	E	✓	✓
29.	Able to improve their own practice through observations, evaluations and discussion with colleagues.	E	✓	✓
30.	Able to work in a busy school environment and relate effectively with children and adults.	E	✓	✓
31.	Highly organised.	E	✓	✓
32.	Personal resilience, persistence and perseverance.	E	✓	✓
33.	Sympathetic to and supportive of the ethos of the School.	E	✓	✓
34.	Highest levels of professional and personal integrity.	E	✓	✓
35.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
36.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
37.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
38.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
39.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
40.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
41.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓