



Star

STAR ACADEMIES

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

BUSINESS SUPPORT ASSISTANT (DEGREE APPRENTICESHIP)

JOB DESCRIPTION

JOB PURPOSE

To contribute to the effective operational management of Star Central by supporting the delivery of high-quality estates, facilities, health and safety, compliance and business support services. The postholder will take responsibility for defined services, operational processes, projects and stakeholder relationships to support long-term organisational effectiveness, safe working environments and continuous improvement.

JOB SUMMARY

1. Contribute to the planning, coordination and improvement of Star Central facilities management, health and safety and business support services.
2. Support the delivery of operational objectives through effective resource management, risk control, compliance monitoring and performance reporting.
3. Manage relationships with colleagues, contractors, suppliers and stakeholders to support high-quality service delivery.
4. Use data, systems and insight to inform decisions, evaluate outcomes and identify opportunities for improvement.
5. Model professional and inclusive behaviours in line with the Trust's values.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1 Operational Management and Service Delivery

- 1.1 Support the planning, coordination and continuous improvement of business support, estates, facilities and compliance within Star Central.
- 1.2 Monitor service performance, risks and operational priorities, identifying solutions to support effective delivery.
- 1.3 Contribute to quality assurance, service review and the implementation of improvements that enhance efficiency, consistency and value for money.
- 1.4 Contribute to the development and implementation of operational plans and service priorities that support organisational objectives.

2 Estates, Facilities and Compliance Management

- 2.1 Coordinate the effective management of premises, facilities, assets and site operations to support a safe and productive working environment.

- 2.2 Monitor maintenance, contractor performance and statutory compliance requirements, ensuring appropriate records and assurance processes are maintained.
- 2.3 Identify and support opportunities to improve the quality, sustainability and efficiency of facilities and estates services.

3 Health, Safety and Risk Management

- 3.1 Support the implementation and monitoring of health and safety, risk management and business continuity arrangements.
- 3.2 Coordinate audits, inspections, risk assessments and incident management processes, ensuring actions are completed and monitored.
- 3.3 Promote a positive culture of safety, compliance and continuous improvement across Star Central.
- 3.4 Act as a designated First Aid officer.
- 3.5 Act as a designated Fire Safety officer.

4 Project Management and Continuous Improvement

- 4.1 Coordinate operational projects and improvement initiatives, ensuring effective planning, delivery and reporting.
- 4.2 Monitor project progress, risks and outcomes, providing information to support decision-making.
- 4.3 Use data, feedback and operational insight to identify and implement service improvements.
- 4.4 Support the implementation of operational change initiatives, promoting engagement with new processes, systems and ways of working.

5 Financial, Procurement and Resource Management

- 5.1 Support the effective monitoring of budgets, resources, procurement activities and supplier relationships.
- 5.2 Maintain accurate financial, asset and operational records to support reporting and compliance requirements.
- 5.3 Identify opportunities to improve value for money, sustainability and resource efficiency.
- 5.4 Contribute to budget planning, forecasting and financial monitoring activities, providing information and analysis to support decision-making.

6 People Management

- 6.1 Support the supervision of staff within cleaning services.
- 6.2 Monitor performance and promote high standards of conduct and service delivery.
- 6.3 Contribute to induction, training and coaching activities, supporting the growth of a high-performing and inclusive team culture.
- 6.4 Model the Trust's values and contribute to a positive, inclusive and collaborative working culture.

7 Stakeholder Engagement and Supplier Management

- 7.1 Develop and maintain effective relationships with colleagues, contractors, suppliers and other stakeholders.

- 7.2 Communicate professionally and collaborate across teams to support high-quality service delivery.
- 7.3 Manage stakeholder interactions and service issues constructively to maintain standards and achieve outcomes.

8 Service Development, Digital Systems and Decision Making

- 8.1 Maintain accurate operational, compliance and asset information using appropriate digital systems.
- 8.2 Produce reports and analysis to support performance monitoring, decision-making and governance requirements.
- 8.3 Use data, digital technologies and automation to improve operational processes, service performance and organisational effectiveness.
- 8.4 Gather and analyse stakeholder feedback, service performance data and operational insight to evaluate service effectiveness and identify opportunities to improve customer experience and service delivery.
- 8.5 Support the promotion and effective use of Star Central services by ensuring stakeholders understand available services, service standards, processes and expectations.

9 General Administration

- 9.1 General administration duties including filing, telephone answering, scanning, photocopying, e-mailing, minuting meetings.
- 9.2 Draft letters, undertake mail merges and maintain databases.
- 9.3 Create and maintain comprehensive project documentation.

10 Other Responsibilities

- 10.1 Promote the trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 10.2 Champion the trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 10.3 Contribute to the wider life of the trust and the Star community.
- 10.4 Carry out any such duties as may be reasonably required by the trust.

11 Records Management

- 11.1 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'.



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PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	Minimum of five GCSE qualifications at grade 5 or above, including English and mathematics.	E	✓	
2.	Three A level qualifications at grades ABB or better (or equivalent). ¹	E	✓	
EXPERIENCE				
3.	No more than 2 years' work experience.	E	✓	
ABILITIES, SKILLS AND KNOWLEDGE				
4.	Eligibility and keenness to enrol in a degree apprenticeship.	E	✓	✓
5.	Ability to use MS Office software packages and databases.	E	✓	✓
6.	Ability to maintain positive relationships with colleagues, and to seek and act upon advice.	E	✓	✓
7.	Ability to work independently and as part of a team.	E	✓	✓
8.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
9.	Ability to manage multiple tasks and priorities while paying close attention to detail.	E	✓	✓
10.	Ability to adapt to changing priorities and deadlines.	E	✓	✓
11.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
12.	Excellent verbal and written communication skills.	E	✓	✓
13.	Strong interest in business administration and management.	E	✓	✓

¹ Grades can be strongly predicted at the point of application. Predicted grades will be checked via an academic reference.

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
14.	Strong analytical and problem-solving skills.	E	✓	✓
15.	Strong organisational and time management skills.	E	✓	✓
16.	Willingness to undertake travel as required.	E	✓	✓
PERSONAL QUALITIES				
17.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
18.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
19.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
20.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
21.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
22.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
23.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓