



## **STAR ACADEMIES**

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

### **BUSINESS SUPPORT ASSISTANT WITH RECEPTION DUTIES**

#### **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 academy into the wider community.

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

1. Provide administrative and clerical support to the resource and business functions of the school and its estate.
2. Provide a receptionist service for the school.
3. Work as a team with the other Business Support Officers and assist with the workload of a busy office.
4. Support links with the community, families and local environment.

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

###### **1. Relationships and Communication**

- 1.1 Deal with telephone and personal enquiries from staff, parents and members of the public, ensuring accurate messages are clearly relayed to recipients.
- 1.1 Arrange booking of facilities for a range of events, ensuring equipment and refreshments are provided appropriately.
- 1.2 Signing in visitors and contractors, ensuring that the safeguarding procedures are maintained in line with school policy.
- 1.3 Taking delivery of parcels.
- 1.4 Liaise with other office staff.
- 1.2 Assist with school events during the school day, e.g., visits by the school nurse, photographer, parents, etc.
- 1.5 Maintenance of notice board information and useful administrative electronic information in a relevant and well-presented manner.

###### **2. School 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 and completing routine forms and responding to routine correspondence.
- 2.3 Maintain manual and computerised records and/or management information systems.
- 2.4 Undertake routine administration of school lettings and other uses of school premises.
- 2.5 Sort and distribute mail and correspondence to and from staff in a timely manner.
- 2.6 Provide routine clerical support in relation to the production and distribution of specific materials, e.g. school newsletters, admissions forms, student reports and data sheets.
- 2.7 Ensure accurate and timely student/staff/visitor tracking and reporting against Fire Registers, Inventory Reports and iPad systems during Fire Drills and actual Emergency Evacuations.
- 2.8 Support with documenting accidents log and ensure serious accidents are escalated to the appropriate member of staff.

### **3. Facilities and Estate Management**

- 3.1 Be aware of and comply with policies and procedures relating to health and safety, security and reporting all concerns in accordance to school procedures.
- 3.2 Support the safe environment for the stakeholders of the school to provide a secure environment consistent with the ethos of the school and its safeguarding commitments.
- 3.3 Support the administration of Health and Safety issues associated with the premises, ensuring compliance with relevant legislation and Trust requirements.

### **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 Maintain stock and supplies of resources, cataloguing and distributing as required, including the school's first aid supplies.
- 4.3 Provide general advice and guidance to staff, students and others.

### **5. Customer Care**

- 5.1 Provide quality services that are what our customers want and need.
- 5.2 Give customers the opportunity to comment or complain if they need to.
- 5.3 Work with customers and do what needs to be done to meet their needs.
- 5.4 Inform your manager about what customers say in relation to the services delivered.

### **6. Other Responsibilities**

- 6.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 6.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 6.3 Contribute to the wider life of the Trust and the Star community.
- 6.4 Carry out any such duties as may be reasonably required by the Trust.
- 6.5 Act as First Aider
- 6.6 Carry out break and lunch duties on a rota to provide supervision to pupils at social times

## **7. Records Management**

- 7.1 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

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### PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	5 good GCSEs including English and Maths.	E	✓	
2.	Evidence of Continuous Professional Development.	E	✓	
<b>EXPERIENCE</b>				
3.	Experience of working in an administrative setting.	E	✓	✓
4.	Experience of student administration.	D	✓	✓
5.	Experience of using a financial system.	D	✓	✓
6.	Experience of working in an educational setting.	D	✓	✓
7.	Experience of using BROMCOM or other Management Information Systems.	D	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
8.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	E	✓	✓
9.	Ability to converse in a number of community languages.	D	✓	✓
10.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
11.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
12.	Ability to maintain positive relationships with students, staff, parents and members of the community.	E	✓	✓
13.	Strong verbal and written communication skills.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
<b>PERSONAL QUALITIES</b>				
14.	A passionate belief in the school's mission statement.	E	✓	✓
15.	Strong team working skills.	E	✓	✓
16.	Highest levels of professional and personal integrity.	E	✓	✓
17.	Excellent interpersonal skills.	E	✓	✓
18.	Personal resilience, persistence and perseverance.	E	✓	✓
19.	Commitment to the pursuit of Continuous Professional Development by oneself and others.	E	✓	✓
20.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
21.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
22.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
23.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
24.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
25.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
26.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓