

Business
Support
Assistant —
school office

Closing Date:
Tuesday 25 January 2022



Application Pack



Welcome

As partners in our community, our mission is to provide every child and young person with an enriching and inspiring educational experience, where they can thrive academically and socially, both now and in the future. By being 'Stronger Together' in our educational quality, our parent and community engagement, our investment in our people and our sustainability, we can meet our specific pledges to all of our children, communities and staff.

Our vision is to prepare every North Star Community Trust student for the changing world we live in. A world which is more global, more driven by technology, a world where anything is possible with the right preparation and attitude. That means providing a curriculum and learning experience that reflects the highest academic standards and inspires and enthuses pupils through its creativity and openness to the world around us.

Our children will be able to 'be the change they want to see in the world'. They will be resilient, optimistic, respectful, honest and well-rounded citizens, with a love of learning. At the same time, we are all also members of our communities, places where we find friendship, support and common endeavour. Being at the heart of our communities is a hallmark of North Star Community Trust.

We want our children and young people to have a sense of place, knowing the importance of 'giving back' and the value of community and togetherness to their everyday lives.

As a trust, we will foster a culture that respects diversity and recognises that we are stronger together than we are apart. In pursuing this vision, trustees, staff and governors will model it every day, knowing that each one of us plays a part in making it a reality for every child and young person.

I would like to wish you the best of luck with your application and should you require any further information please do not hesitate to contact the Trust.

Marino Charalambous

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Chief Executive Officer



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Our Schools, Our Community

North Star Community Trust is an educational charity that manages a family of 5 academies in North London, educating some 2,600 pupils.

We are very proud of our families, pupils, students and staff. We hope you will consider becoming a part of our community.



Kingfisher Hall Academy – Enfield

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“Being part of North Star Community Trust is a huge opportunity for schools to support one another, to share what they do well, and to work together to share our very best practice to the benefit of every child in the Trust. We’re all committed to that.”

Mr M Clifford | Headteacher | Kingfisher Hall Academy



Enfield Heights Academy – Enfield

A one-form entry primary academy currently serving pupils from Reception through to Year 6.

“Being part of a family of schools is exciting and empowering, as we can learn from each other, while at the same time retaining a good level of autonomy. Shared central services keep costs down and we are able to buy in bulk with the purchasing power of a Trust.”

Mrs J Bacon | Headteacher | Enfield Heights Academy

Woodpecker Hall Academy – Edmonton

A two-form entry primary academy serving pupils from Nursery through to Year 6.

“We are a Trust that has a very strong community ethos. That is what binds the headteachers, the teaching and learning staff, and the schools together – serving our communities and inspiring the children who live at the heart of those communities.”

Ms N Ross | Headteacher | Woodpecker Hall Academy





Heron Hall Academy – Ponders End

Finalists for the Pearson ‘Secondary School of the Year’ award 2021

A new and growing secondary school, serving pupils from Years 7 through to 11.

“Many of our students come from the Trust’s primary schools, which means we know a great deal about them when they join us. Our mission and purpose is clear and supported by all our staff. The Trust approach is having a transformational impact on the lives of these young people.”

Mr A Barzey | Headteacher | Heron Hall Academy

North Star Community Trust

Staff Benefits Summary

This is a taxable employee benefit; however, the cost is met by the Trust. Our Scheme provides cover for routine healthcare such as optician checkups, dental treatment, physiotherapy, acupuncture and specialist consultations. This cover includes a range of benefits designed to help support your overall health and wellbeing such as specialist scans. The North Star Wellbeing Scheme gives access to a virtual GP service, GP Anytime which is provided 24 /7, 365 days a year. In addition to tax-free cover for you, the North Star Wellbeing Scheme also covers your dependants up to the age of 18 years old. There is no extra cost to add child dependants. Our scheme also gives you the option of upgrading your level of cover or adding a partner at an additional cost.

Dental

Covers items such as check-ups, braces, dentures, crowns, bridges, white fillings, veneers and teeth whitening. Also covers a practice's dental plan premiums.

Optical

Cashback on eye tests, prescription glasses, sunglasses, laser eye surgery and contact lenses.

Chiropody

Covers items such as gait analysis assessments and podiatry treatments.

Prescriptions

Covers NHS prescriptions charges or the NHS cash equivalent for private prescription treatments.

Health & Wellbeing

Covers 22 alternative therapies including allergy testing, cognitive behavioural therapy, counselling fees, hypnotherapy and sports massage.

Health Screening

Cashback for a full health screen, or a Well Man, or Well Woman screen. This allowance is separate to the workplace screening programme we offer as a bolt-on.

Combined Physiotherapy

Cashback for pain relieving and preventative treatments such as physiotherapy, chiropractic, osteopathy, acupuncture and homoeopathy.

Specialist Consultation and MRI Scans

Provides cashback for specialist consultation charges, including X-rays and MRI scans, as well as PMI excess charges (excludes company paid PMI).

Dental Accident

Cover for damaged teeth following a direct blow to the head. Members can claim for veneers, dentures and crowns.

24/7 Counselling and Support Helpline

24 hour telephone advice, guidance and support from trained counsellors, legal and medical professionals on a variety of lifestyle issues.

Employee Assistance Programme

Provides up to 8 face to face counselling sessions and includes a Serious Illness and Accident Support service.

Fitness and Exercise

Access to offers and discounts on a wide range of fitness clubs and gyms via Health Shield's reward website PERKS.

Online Health Assessment and Personal Coaching

Instant access to online health assessments and personal coaching tools including videos, factsheets and questionnaires.

GP Anytime including Private Prescriptions

GP consultation service via phone or webcam, where a GP can also prescribe a private prescription to be delivered to a member's home or workplace.

PERKS

Members have access to Health Shield PERKS, a website with a large range of discounted retail products and services, offers on travel, cash back on purchases and much more. Discounts for the brands you love, all year round. Unlike voucher and flash sale sites, you'll always get great deals from brands like Apple, M&S, Virgin Media, GAP & more!

Advice Services

Our Employee Assistance Programme offers free and confidential advice which is available 24hrs, 7 days a week to you and your immediate family. You will also have access to structured counselling of up to six sessions available either face-to-face or over the phone. The service covers, but is not limited to, Family Issues, Financial Information, Legal Information, Stress & Anxiety and Bereavement.

Pension Schemes

Pension scheme (Local Government Pension Scheme for Support Staff and Teachers Pension Scheme for Teachers) - both schemes include 3 x salary life assurance cover whilst you remain in service. You don't pay tax or national insurance on your contributions and North Star Community Trust adds a generous employer contribution. All staff are entitled to opt-out of the pension scheme should they wish to do so.

Holiday Entitlement

Our support staff on 52 weeks a year contracts benefit from a holiday allowance of a minimum of 24 days. This entitlement is in addition to any Bank or Public holidays. Teaching staff and term time only support staff receive the standard school holiday allowance.

Training and Development

North Star Community Trust believes in training and developing people to achieve their potential. Whatever your aspirations, our training provision offers a range of courses and qualifications. These courses include a suite of National Professional Qualifications (NPQML, NPQSL, NPQH and NPQEL) and apprenticeship opportunities (in disciplines including IT, HR, Business Administration). North Star Community Trust have formed a partnership with The Skills Network, one of the most successful providers of online learning. As part of the partnership several FREE courses are available including: Childcare, education, enhancing skills, digital and wellbeing.

Continued professional development and opportunities across the Trust, including Masters Degrees through our partnership with Warwick University.

Affordable Accommodation

Access to affordable North Star key worker accommodation from £550 per month all inclusive of rent, utilities, internet access and maintenance.





Stronger Together

We look forward to receiving your application,
and hopefully be part of our wonderful team at
North Star Community Trust.



Job Description

Job Title	Business Support Assistant – school office
Reports to	Business Support Manager/Head of Operations and Community Support
Location	North Star Community Trust
Hours	Full Time – 36 hours per week, 42 weeks per year
Contract Type	Permanent
Salary	Spine point 18 actual salary £19,592.25

An exciting opportunity has arisen for a Business Support Assistant to join North Star Community Trust, where you will be responsible for supporting the Trust and senior leadership of the school in delivering high quality teaching and learning.

North Star Community Trust is a Charitable Trust set up to run and manage three Primary and one Secondary Academy serving approximately 1800 children. Based in Edmonton we are focused on driving up the quality of education provision and standards.

You will be the face of the Trust so will need a professional, polite, helpful and friendly manner both on the front desk and over the phone, dealing with a variety of enquiries including deliveries and visitors.

You will also act as an advocate on all communication incoming and outgoing from the front office ensuring consistent and correct information is shared with our children, parents and carers, supporting school staff where appropriate to ensure this consistent approach is used collaboratively.

You will be working in a fast paced, busy office environment so will need the ability to keep calm and methodical, whilst delivering an outstanding customer service efficiently and effectively.

You will support the administration team in recording the attendance and admissions of children to the school, abiding by strict protocols and time restraints including overseeing our MIS system, Arbor, to ensure maximise income and maintain excellent communication. You will also support in managing transition of students alongside the administration team, as well as supporting your immediate team and that of the whole Trust, sharing expertise and good practice.

We are dedicated to safeguarding and promoting the welfare of children and expect all staff to share this commitment. The successful candidate will be subject to enhanced clearance through the Disclosure and Barring Service.

Main duties and responsibilities:

Customer Service

- Ensure high quality attentive, friendly and helpful reception service which projects a positive and professional image of North Star Community Trust and meets the diverse needs of our community at all times.
- Be an advocate, and support staff to ensure a high quality service is maintained at all times.
- Operate the school switchboard professionally and efficiently, ensuring other staff have the same professional approach to enquiries. Ensure answer phone messages are correct.
- Deal with general enquiries from parents and members of the public efficiently and effectively, referring to the appropriate person where necessary.
- Deal with incidents and accidents calmly and professionally, adhering to North Star Community Trust policies and procedures at all times.

Office Management

- Ensure that adequate customer service cover is maintained whenever required.
- Encourage collaborative working to produce reports and data in a timely manner to the senior management team, sometimes having to deal with tight deadlines.
- Risk management such as Safeguarding and Data Protection, and report them to the appropriate person.
- Support your immediate team, and senior management team with Census and other annual data collections required for DfE, EFA and Ofsted and other regulatory bodies.
- To provide administrative support for your team as and when required.
- Review office system and raise suggestions to the Business Support Leadership Team.
- Stock Control
- Diary management, inputting dates in to school calendar with accuracy and due diligence.

Admissions

- Support the administration team in the oversight of the annual admissions cycle for all of North Star Communities Trust schools, in liaison with Head of Operations and Community Support.
- Send and collect relevant data and family's details and chase up any anomalies.
- Input all pupil's data on to Arbor in a timely manner.
- Support the team in filling spaces by sending letters or making phone calls.
- Ensure all office staff deal with admissions quickly and effectively, identifying any potential concerns that may affect income.

Attendance

- Ensure registers are completed by teachers daily.
- Support the team in chasing up missing marks.
- Ensure that pupils who are late for school sign in as required.
- Support the team in collating any required reports regarding attendance.
- Add and remove children from role quickly and efficiently, reporting to relevant authorities.

Finance

- Support the team in debt management of lunch, club or trip money.
- Promote the use of Arbor to our parents.
- Advise and support parents in using the system effectively, setting up workshops and support services using outside stakeholders where necessary.
- Report any technical problems to Head of Operations and Community Support.
- Ensure all wrap around care is set up effectively on MIS systems and payments are being made and debt is minimal.
- Ensure parents take up Free School Meals where eligible and support and oversee their application. Responsible for ensuring the FSM and Pupil Premium information is put on the MIS system accurately to enable full access to funding.
- Support the team in placing orders.

Pupil Welfare

- Deal appropriately with children in need of first aid or medical attention.
- Liaise with parents as necessary.
- Liaise with the school Medical Officer and provide any necessary information for monitoring.

General

- Support the senior leadership team and Head of Operations and Community Support with the implementation or maintenance of other computer packages that are needed for the efficient working of the office such as Office 365.
- Undertake any appropriate administrative or clerical work to support the senior leadership team and Head of Operations and Community Support, including data entry, filing, photocopying and mail distribution.
- Support the team with recruitment, downloading applications, arranging interviews and requesting references where necessary.
- At all times to conduct the post as an ambassador of the values and ethos of the Trust with a focus on ensuring the best possible support for the delivery of outstanding teaching and learning for all pupils in the Trust's schools.
- Undertake all work with due regard to the safeguarding and protection of children, and to health and safety requirements.
- Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.
- Undertake any other appropriate work as directed by the Head of Operations and Community Support.

Person Specification: Business Support Assistant – school office

You will need to be:

You will need to have a can-do attitude with excellent interpersonal skills.

Passionate and committed to providing excellent customer service and to the aims and objectives of North Star Community Trust as a provider to the highest quality education to children in our area.

Enthusiastic and passionate about helping people and supporting our children and their families is essential alongside providing an outward facing professional image of the Trust.

Confident and competent person who is highly organised and efficient, who can work collaboratively and who is resilient.

Qualifications and other required experience and skills	Essential	Desirable
Some experience of working in a customer-facing role	X	
Some experience of working in an administrative role	X	
Confident but calm nature		X
Some experience of working in a school		X
Knowledge and understanding of safeguarding		X
Strong written and verbal communication skills	X	
Effective personal organisation skills	X	
Inclusive and collaborative approach	X	
Strong IT skills	X	

Next Steps

To apply please visit TES via the green quick apply button shown on the advert. You can view the roles available at the school and apply via the TES by clicking on the link here:

<https://www.tes.com/jobs/vacancy/business-support-assistant-enfield-1549603?preview=1>

Closing date for applications is Tuesday 25th January 2022

