

Job Description: Business Support Co-ordinator, Trumpington Community College

Reports to: Associate Principal, Trumpington Community College

Work Pattern: 52 weeks

Pay Scale: UL Support Staff Band 3 Professional

Role Summary

Be responsible for carrying out business operations and processes within the school and on the behalf of the Principal and the Senior Leadership Team. This is a diverse role which would suit a person who has excellent organisational skills, strong attention to detail, and who understands the demands of a busy school environment.

Key Responsibilities of the Post:

- Leadership of the administrative team and reception area, assisting in the development of a professional and customer-oriented approach at all times.
- Provide personal, administrative, organisational and calendar support to the Principal and Senior Leadership Team.
- Plan and co-ordinate the work processes required to ensure the efficient onboarding of all students to the school; transition from Primary, and In Year Admissions, working closely with the Local Authority and the Cluster Admissions Team.
- Co-ordinate the production and circulation of key statutory documents and other information, co-ordinating reviews and updates in liaison with the local LGB clerk and the central United Learning team
- Provide a first point of contact for telephone enquiries to SLT and to assist with queries as necessary, some of which may be of a confidential/sensitive nature.
- Manage the day-to-day staff absence system at the school. Logging absence on the school's MIS, arranging supply teachers and allocating cover lessons and work.
- Administer the College's Education Information Portal – log the College's GDPR activities
- Administer the College's website, reviewing and replacing content, liaising with content owners as required
- Liaise with the cluster Marketing and Communications Co-ordinator to support marketing activities for the school. Support the planning and running of events, both during and outside of the College Day.
- Distribution of weekly and ad hoc communications to staff and families, using the College's MIS to do so
- Administer the College's parent payment system and oversight of the College's operational financial matters, liaising with the Cluster Finance team as needed.
- Be the college's Data Protection Lead, upholding administration compliance in line with GDPR and health and safety processes
- Ensure compliance and completion of all checks for contractors, volunteers, visitors, supply staff, keeping local records and updating the College's visitor management system

- Ensure accurate administration of Free School Meal eligibility, liaising with the Education Welfare Benefits Team as required.
- Liaise with external agencies and local organisations to organise events or co-ordinate services.
- Work closely with the Senior Leadership Team and Cluster team, undertaking delegated responsibilities and tasks as requested

Qualifications and Experience:

- Educated to GCSE level or equivalent with previous relevant experience
- Highly self-motivated with the ability to work independently and effectively
- Advanced skills and knowledge of using administrative software tools
- Exemplary communication skills and spoken English
- Excellent letter and report writing skills and standard of written English
- Excellent attention to detail and presentation
- Ability to use own initiative and to respond to changes proactively and positively
- High level of confidentiality required at all time
- Tactful and diplomatic when dealing with sensitive matters

General Accountabilities:

- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of the Cluster, and its commitment to equal opportunities and safeguarding.
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

Person Specification

Job Title: Business Operations Manager/ PA to Exec/ Principal		
	Essential	Desirable
Education and Qualifications		

GCSE grade C or above, or equivalent qualification in English and Maths	x	
Educated to degree level and hold a professional management qualification		x
Experience of business and people management	x	
Experience in working within an administrative role within a school.		x
Experience in health and safety administration/coordination		x
Knowledge and Skills		
Good general IT skills and willingness to learn new skills.	x	
Proficient in Microsoft Office and use of excel	x	
Ability to be pro-active, work under pressure at times and meet strict deadlines.	x	
Ability to work effectively as part of a team.	x	
Ability to liaise positively with staff and students and be customer focussed with a professional and friendly manner	x	
Able to make connection between their work and the benefits to students	x	
Trained or willing to be trained in First Aid	x	
Personal Attributes		
Good written and verbal communication skills	x	
Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests	x	
Good interpersonal skills and ability to work with staff and stakeholders at all levels	x	
Organised with good attention to detail	x	
Safeguarding		
United Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure.		