



Post Title	Business Support Lead
School / Organisation	Avanti Services Ltd
Location	Stanmore
Grade	Grade MG1, £52,782 - £59,639 per annum
Hours	Full-time (37.5 hours per week)
Contract Type	Permanent
	Year-round
Reports to	Head of Business Services
Preferred Start Date	February 2025

MAIN PURPOSES OF THE JOB

The Central, Business Support Lead is responsible for providing strategic leadership and operational management across all administrative and business support functions within Avanti Schools Trust. This includes overseeing and line managing the Business Support Managers (BSMs) across all schools, leading the BSM network, improving processes and management systems, and ensuring the effective implementation of administrative policies. The role also involves overseeing the safeguarding contract with Judicium and supporting the central team with business management requirements.

RESPONSIBILITIES OF THE JOB

Line Management and Leadership

- Line manage the Business Support Managers (BSMs) across all schools within the Trust, ensuring consistency and high standards in administrative functions.
- Provide leadership, guidance, and support to BSMs to ensure operational excellence and that best practices are shared across the Trust.
- Conduct regular performance reviews, offering feedback and professional development opportunities for BSMs.
- Act as the key point of contact between school-level BSMs and the central office.

Business Support for the Central Team

- Act as the Central Business Support Manager (BSM) for the central team, ensuring effective administration and business management within the Trust's central office.
- Provide administrative support to the Head of Operations and other central leadership team members as required.
- Support the implementation of central initiatives and projects, ensuring administrative and business management functions are well-coordinated.

Oversee and Lead the BSM Network

- Lead and coordinate the BSM network, facilitating regular meetings, sharing best practices, and fostering a culture of collaboration and continuous improvement.
- Ensure all BSMs have access to resources, training, and tools to enhance their performance and the efficiency of school administrative processes.
- Act as a mentor and advisor for BSMs, supporting them in addressing challenges and implementing solutions across their schools.

Process and Management Improvements

- Drive continuous improvement across the Trust in administrative processes and management systems.
- Review and streamline existing business support processes, identifying areas for increased efficiency, effectiveness, and consistency.



- Develop and implement new administrative processes where necessary, ensuring they are aligned with the Trust's strategic objectives.
- Ensure all schools comply with Trust-wide policies and procedures, working closely with BSMs to facilitate smooth operations.

Supporting BSMs in Daily Operations

- Provide direct support to BSMs, ensuring they have the guidance and resources needed to manage their workloads effectively.
- Offer hands-on support in resolving complex issues or challenges faced by BSMs, particularly in areas such as HR, finance, safeguarding, and facilities management.
- Monitor workloads across the BSM network and provide additional support where necessary, ensuring consistent standards of service delivery across all schools.

Complaints Management

- Oversee and manage the complaints process across the Trust, ensuring that all complaints are handled professionally, efficiently, and in line with Trust policies.
- Provide guidance to BSMs on complaints handling and escalation procedures, ensuring consistency across all schools.
- Act as the key point of contact for complex or serious complaints that require central oversight or escalation to the Director of Operations.
- Ensure that all complaints are thoroughly investigated and resolved within appropriate timeframes, and that all parties are kept informed throughout the process.
- Monitor complaint trends across the Trust, identifying areas for improvement and ensuring that lessons learned are communicated to the relevant stakeholders.
- Develop and implement training or process improvements to enhance complaints handling across the Trust.

Contract Management

- Oversee the management of key educational contracts across the Trust, ensuring compliance and optimal service delivery.
- Manage and monitor contracts related to safeguarding (e.g., Judicium), school uniforms, after-school clubs, and other services critical to school operations.
- Support contract negotiations and renewals, ensuring value for money and alignment with the Trust's strategic objectives.
- Support BSMs in managing local-level contracts and agreements, providing guidance on procurement and supplier management processes.

Key Relationships

- Education Team
- Head of Operations
- Business Support Managers (BSMs)
- School Leadership Teams
- Central Leadership Team
- External suppliers and stakeholders

PERSON SPECIFICATION

Criteria		Requirement	
		<i>Essential</i>	<i>Desirable</i>
1.	Demonstrated success in leading and managing teams, including conducting performance reviews and providing professional development.	X	
2.	Ability to inspire, guide, and support teams, particularly in fostering collaboration and maintaining high standards across multiple locations.	X	
3.	Proven expertise in managing school/education administrative functions at a senior level within a multi-site organisation.		X



4.	Strong verbal and written communication skills to act as a key liaison between central leadership and school-based teams.	X	
5.	Experience in reviewing, streamlining, and implementing administrative processes to increase efficiency and consistency.	X	
6.	Ability to align administrative and operational processes with the organisation's strategic objectives.	X	
7.	Demonstrated ability to handle complex complaints professionally and efficiently, ensuring compliance with policies and procedures.	X	
8.	Competency in coordinating and supporting central initiatives or projects across diverse teams.	X	
9.	Commitment to the safeguarding and welfare of all students	X	

FURTHER INFORMATION

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

For further information - <https://avanti.org.uk/wp-content/uploads/2024/09/Child-Protection-and-Safeguarding-Policy.Summer-24-2.pdf>