

Job Description & Person Specification

Business Support Officer

Job Title:	Business Support Officer
Scale:	Scale 8
Responsible to:	CFOO
Responsible for:	Central Team Support

Job Purpose:	<p>To support the Trust's transition to improved digital systems and processes by working across functions to map workflows, improve data quality, and support system implementation.</p> <p>The role will initially focus within HR to deliver the implementation of the Applicant Tracking System (ATS) and HR/Payroll systems in Year 1, before expanding into Compliance in Year 2 to undertake.</p> <p>The postholder will coordinate system and process improvement activity across services, contributing to wider Trust priorities. The role is focused on system coordination, process improvement and data management.</p> <p>The role will also support the wider Central Team in coordinating system and process improvement activity across functions, taking a holistic view of organisational needs and contributing to projects that support wider Trust priorities.</p>
Duties & Responsibilities:	<p>Systems Implementation Support (Cross-Functional)</p> <ul style="list-style-type: none"> • Support the implementation and ongoing development of Trust's systems including HR, payroll, ATS and compliance systems • Coordinate system and process improvement activity across services, ensuring effective planning and delivery • Support key implementation activities including User Acceptance Testing (UAT), development of guidance and documentation and rollout and post-implementation and support. • Act as a link between service teams and external system providers • Maintain implementation documentation including project plans, risk, issues and actions. • Deliver training and guidance to end users on new systems and processes, ensuring consistent understanding and effective adoption across the Trust <p>Process Mapping & Improvement</p> <ul style="list-style-type: none"> • Work with colleagues to review and document current processes across services • Identify areas for improvement, including duplication, inefficiencies and operational risks



	<ul style="list-style-type: none">• Develop and maintain clear procedures and guidance to support service delivery <p>Data Quality & System Readiness</p> <ul style="list-style-type: none">• Support the preparation, cleansing and validation of data for system implementation and migration• Maintain accuracy, consistency and integrity of data across systems• Identify discrepancies and support their resolution• Assist with the development of reporting processes and outputs to support operational and strategic requirements <p>HR Systems & Process Support (Year 1 Focus)</p> <ul style="list-style-type: none">• Support the implementation and embedding of:• Applicant Tracking System (ATS)• HR/Payroll system• Work with HR colleagues to:• Support and document employee lifecycle processes (recruitment to exit)• Support onboarding, contract and payroll change processes• Ensure processes meet statutory and safeguarding requirements, including safer recruitment and right to work <p>Compliance Systems Support (Year 2 Focus)</p> <ul style="list-style-type: none">• Support the development and implementation of compliance and risk management systems• Work with colleagues to develop and document health & safety, risk and compliance processes• Support alignment between HR and compliance-related data and systems <p>Business Support (Systems & Delivery Focus)</p> <ul style="list-style-type: none">• Provide administrative or operational support where this directly contributes to system implementation, process improvement or data management activity.• Support the preparation of project documentation, reporting and updates• Coordinate and support implementation activity, including tracking progress, actions and key milestones• Support communication and engagement with stakeholders to ensure effective implementation and adoption of systems and processes
General:	<ul style="list-style-type: none">• Participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with their line manager.• Comply with individual responsibilities, in accordance with the role, for health & safety in the workplace.

	<ul style="list-style-type: none"> • Comply with Data Protection Act 2018 and GDPR requirements in all working practices maintaining confidentiality, integrity, availability, accuracy, currency, and security of information as appropriate. Take personal responsibility for all personal data within own working environment. • Ensure that all duties and services provided are in accordance with the Trust's Equality & Diversity Policy. • Bridge Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All Staff are expected to confirm they have read and understood KCSIE part one, annually each September.
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PERSON SPECIFICATION

Criteria	Qualities	Essential/ Desirable
Qualifications & Training	GCSEs or equivalent at least C/4 grade in English & Maths.	E
	Relevant qualification in business systems, project coordination or data/process improvement	D
	First Aid Qualification.	D
Knowledge & Experience	Experience working with business systems, databases or digital tools	E
	Experience supporting process improvement or change initiatives	E
	Experience coordinating work across multiple stakeholders or services	E
	Strong organisational and workflow coordination experience	E
	Experience within education or another regulated environment.	D
	Awareness of safeguarding or safer requirement requirements.	D
Skills and attributes	Understanding of data protection and confidentiality.	E
	High attention to detail, particularly in data accuracy	E
	Strong organisational skills with the ability to plan, prioritise and manage competing deadlines	E
	Ability to respond effectively to issues and adapt to changing priorities	E
	Strong analytical and problem-solving capability	E
	Ability to use initiative and take ownership of tasks	E
	Ability to document processes clearly and logically	E
	Confident use of IT systems, including databases, HR systems, spreadsheets and Microsoft Office applications	E
	Strong technical aptitude with the ability to understand and work across systems	E
	Effective communication skills with the ability to work across teams and stakeholders	E
Ability to coordinate activities and track progress across multiple workstreams, supporting delivery of process and systems improvements.	E	



Personal qualities	Ability to work independently and take ownership of tasks	E
	Strong sense of accountability and follow-through	E
	Adaptable and comfortable working within a changing environment	E
	Professional, collaborative and solution-focused approach	E
	Commitment to confidentiality and data integrity	E
Other	Committed to equality and diversity.	E
	Commitment to own continuous personal and professional development.	E
	Committed to our Health and Safety policies and procedures.	E
	Compliance to Data Protection Act 2018 and GDPR principles/ requirements.	E
	Committed to safeguarding and promoting the welfare of children and young people.	E

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills, and grade. This job description will be reviewed periodically and may be subject to amendment or modification at any time after consultation with the postholder.

Last updated June 2026.