



Star

## **STAR ACADEMIES**

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

### **BUSINESS SUPPORT OFFICER: COMMUNICATIONS**

#### **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. Manage the internal and external communications for the school.
2. Support the management of school events for both internal and external stakeholders.
3. Promote and maintain the school's foodbank and other charitable giving targets.
4. Provide administrative and clerical support to the resource and business functions of the school and its estate including general day to day tasks and reception cover where appropriate.
5. Be responsible for the exemplary maintenance of pupil records.
6. Support links with the community, families and local environment.

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

###### **1. Internal Communications**

- 1.1 Be the first point of contact in school for all internal communications enquiries, liaising with teachers, SLT and support staff on a regular basis to source content.
- 1.2 Collect, collate and present content for the weekly staff bulletin and staff noticeboard, ensuring this is updated regularly.
- 1.3 Develop and maintain the school calendar and daybook including room bookings.
- 1.4 Provide a weekly SLT briefing summary by collating school events and activities.
- 1.5 Support school council meetings by typing up the minutes and implementing the actions agreed at the meeting.
- 1.6 Carry out staff wellbeing calls.
- 1.7 Produce birthday lists for both staff and pupils.

###### **2. External Communications**

- 2.1 Collect, collate and present content for the half-termly parent newsletter, parent noticeboard and the entrance TV, ensuring these are updated regularly.

- 2.2 Produce regular parent letters to keep them updated on activities and news in school.
- 2.3 Use the school text messaging and email system to provide regular parent updates.
- 2.4 Manage the school website with regular updates to content and maintain web compliance in line with the Trust's policy and pupil photograph consent forms, including the annual website audit.
- 2.5 Provide regular social media content around school activities using Twitter, being mindful of any safeguarding implications from photograph consent.
- 2.6 Support the inclusion and wellbeing officer with daily attendance calls to parents and update Bromcom with absence information.

### **3. Events and Charitable Giving**

- 3.1 Support the Senior Business Support Officer with the co-ordination and communication of all internal and external school events.
- 3.2 Be present and support with parents' evenings and open days as required.
- 3.3 Manage the organisation, booking and welcoming of school visitors and external speakers, providing due diligence checks as required.
- 3.4 Support the management of all charitable giving events and take a lead on promotion and fundraising activities.
- 3.5 Be responsible for new deliveries to the foodbank.
- 3.6 Liaise with foodbank volunteers.
- 3.7 Promote the foodbank with regular parent text messages.

### **4. Relationships and Customer Service**

- 4.1 Support with reception duties including meeting and greeting visitors, dealing with telephone queries, recording and forwarding of messages where appropriate.
- 4.2 Promotion of a professional and courteous service which is consistent with the Trust's ethos.
- 4.3 Arrange booking of facilities for a range of events, ensuring equipment and refreshments are provided appropriately.

### **5. School Administration**

- 5.1 Input new admissions data for reception class pupils including photograph consent and free school meals applications.
- 5.2 Support a responsive and effective reprographics service for the school where required.
- 5.3 Undertake minuting of meetings as required by the school.
- 5.4 Support the distribution of mail and correspondence to and from staff in a timely manner.
- 5.5 Utilise administrative equipment such as the franking machine, photocopier and laminator as required.
- 5.6 Maintain manual and computerised records using Management Information Systems if required.
- 5.7 Participate in training and professional development opportunities as required to fulfil the role.
- 5.8 Support the wider business management team with ad hoc duties as and when required.

## **6. Health and Safety and Safeguarding**

- 6.1 Ensure all visitors are DBS checked, correctly vetted and issued with the appropriate lanyard.
- 6.2 Be aware of and comply with policies and procedures relating to health and safety, security and reporting all concerns in accordance with school procedures.
- 6.3 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.
- 6.4 Support the administration of Health and Safety issues associated with the premises, ensuring compliance with relevant legislation and Trust requirements.
- 6.5 Provide first aid support as required.

## **7. Other Responsibilities**

- 7.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 7.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 7.3 Contribute to the wider life of the Trust and the Star community.
- 7.4 Carry out any such duties as may be reasonably required by the Trust.

## **8. Records Management**

- 8.1 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'.*



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### PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	5 GCSEs including English and Maths at grade 9-4/A*- C.	<b>E</b>	✓	
2.	A-Levels or equivalent qualification in school or business administration.	<b>D</b>	✓	
3.	Evidence of Continuous Professional Development.	<b>E</b>	✓	
4.	Paediatric and first aid at work certificate.	<b>E</b>	✓	
<b>EXPERIENCE</b>				
5.	Experience of working in an administrative setting.	<b>E</b>	✓	✓
6.	Experience of pupil administration.	<b>D</b>	✓	✓
7.	Experience of using a financial system.	<b>D</b>	✓	✓
8.	Experience of working in an educational setting.	<b>D</b>	✓	✓
9.	Experience of using Bromcom or other Management Information Systems.	<b>D</b>	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
10.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	<b>E</b>	✓	✓
11.	Ability to converse in a number of community languages.	<b>D</b>	✓	✓
12.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	<b>E</b>	✓	✓
13.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	<b>E</b>	✓	✓

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