



## STAR ACADEMIES

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

# BUSINESS SUPPORT OFFICER – RECEPTION AND ADMISSIONS

## 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 Islamic environment enriched with the values of discipline, mutual care and respect which extends beyond the academy into the wider community.

### JOB SUMMARY:

1. Provide a receptionist service for the school.
2. Provide effective administrative and clerical support to the school that assists the school in its primary function of teaching and learning.
3. Provide administrative and clerical support to the resource and business functions of the school and its estate.
4. Undertake the administration of admission applications including recording data.

### KEY RESPONSIBILITIES AND ACCOUNTABILITIES

#### 1. Receptionist and Admissions Administration

- 1.1 Deal with the telephone enquiries from parents and members of the public, ensuring accurate messages are clearly relayed to recipients.
- 1.2 Respond to enquiries from prospective parents via email, telephone, and in person.
- 1.3 Keep up to date the waiting list and process in year applications working with the Trust Admissions Officer.
- 1.4 Respond to parents in writing, confirming visits and requesting proof of address.
- 1.5 Working with the Pastoral Manager, write letters to parents, confirming start dates and update waiting lists with the start dates.
- 1.6 Log applications and input student data.
- 1.7 Process the administration of free school lunches for students.
- 1.8 Undertake the administration of admission applications and admission appeals including recording data and liaising with other schools.
- 1.9 Administer first aid to students & support the welfare of students who are ill or require medical attention.
- 1.10 Provide administrative support in organising safety procedures, including fire drills.

## **2. School Administration**

- 2.1 Provide a responsive and effective reprographics service for the school.
- 2.2 Sort and distribute mail and correspondence to and from staff in a timely manner.
- 2.3 Utilise administrative equipment such as the franking machine, photocopier and laminator as required.
- 2.4 Maintain manual and computerised records using Management Information Systems if required.
- 2.5 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.6 Participate in training and professional development opportunities as required to fulfil the role.

## **3. Facilities and Estate Management**

- 3.1 Be aware of and comply with policies and procedures relating to Health and Safety, security and reporting all concerns in accordance with school procedures.
- 3.2 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.
- 3.3 Support the administration of Health and Safety issues associated with the premises, ensuring compliance with relevant legislation and Trust requirements.

## **4. Relationships and Communication**

- 4.1 Deal with telephone enquiries from parents and members of the public, ensuring accurate messages are clearly relayed to recipients.
- 4.2 Sign in visitors and contractors, ensuring that the safeguarding procedures are maintained in line with school policy.
- 4.3 Take delivery of parcels.
- 4.4 Respond to staff, pupil, parent and other stakeholder queries in a timely and professional manner.

## **5. Other Responsibilities**

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

## **6. Records Management**

- 6.1 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'.*



Star

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### PERSON SPECIFICATION

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

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