



STAR ACADEMIES

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

BUSINESS SUPPORT OFFICER – SEND ADMINISTRATION AND STUDENT WELFARE

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 School into the wider community.

JOB SUMMARY:

1. Provide administrative and clerical support to the resource and business functions of the School and its estate.
2. Provide administrative and clerical support for administrative processes related to the SEND function, and student welfare, including medical needs.
3. Be responsible for the exemplary maintenance of student records.
4. Provide a receptionist service for the School.
5. Support links with the community, families and local environment.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Student Welfare Administration

- 1.1 Support the effective monitoring of attendance through inputting of daily absence data, preparation of daily/weekly reports for staff and liaising with parents to query and authorise absences.
- 1.2 Undertake training, utilise and maintain Bromcom Attendance and Behaviour modules effectively.
- 1.3 Efficiently process the administration of extended leave absence requests from parents.
- 1.4 Process the administration of free school lunches for students.
- 1.5 Provide administrative support in organising safety procedures, including fire drills.
- 1.6 Conduct home visits to families of students.
- 1.7 Organise for the school nurse to attend and administer injections as per Government guidelines.
- 1.8 Ensure the Medical Tracker remains up to date.
- 1.9 Ensure all necessary forms (such as school trip forms, room booking forms, first aid forms) are completed, making certain that all timelines are adhered to and the MIS is updated.
- 1.10 Liaise with the Pastoral and SEN departments to keep stakeholders informed of any student that needs additional support due to medical needs.

- 1.11 Ensure the Educational Visits Coordinator is aware of any medical needs of students attending a school trip.
- 1.12 Ensure all medication kept on site is within date.
- 1.13 Ensure paperwork regarding administration of medication is completed.
- 1.14 Supervise students self-administer their prescribed medication.
- 1.15 Ensure the first aid kits around the school are fully stocked and there are sufficient stock levels to back fill.
- 1.16 Ensure the first aid kit on the school minibus is fully stocked and maintained.
- 1.17 Provide staff with adequate first aid supplies for residential trips.
- 1.18 Ensure confidentiality of all medical information.
- 1.19 Make contact with parents or carers when students are too ill to remain in school, including the arrangement of escorts home for sick students.
- 1.20 Maintain a log of students visiting the medical room or requiring attention.
- 1.21 Facilitate the return of students to class as soon as possible.
- 1.22 Report any welfare concerns to the Pastoral teams.

2. School Administration

- 2.1 Provide administrative support to the organisation and arrangement of trips and School events.
- 2.2 Provide a responsive and effective reprographics service for the School.
- 2.3 Undertake minuting of meetings as required by the School.
- 2.4 Access emails and the School website; updating the School portal and Virtual Learning Environment as required.
- 2.5 Sort and distribute mail and correspondence to and from staff in a timely manner.
- 2.6 Utilise administrative equipment such as the franking machine, photocopier and laminator, as required.
- 2.7 Maintain manual and computerised records using Management Information Systems, if required.
- 2.8 Undertake and follow specified administrative procedures and processes in a professional manner.
- 2.9 Participate in training and professional development opportunities as required to fulfil the role.

3. SEND Administration

- 3.1 Provide an administrative service to the SENDCo.
- 3.2 Organise EHCP reviews; liaising with the LEA, inviting parents and outside agencies, typing, collating and distributing review reports.
- 3.3 Deal with the administration of all new SEN students to the school, liaising with feeder schools, Data Team, Year teams, LEA, teaching staff and parents.
- 3.4 Prepare draft letters and reports on behalf of the SENCO as required.
- 3.5 Work with the SENDCo on the Teaching Assistant timetabling, to ensure students are well supported in school.
- 3.6 Provide pastoral support to the year teams; including such duties as working with identified students – mentoring and/or coaching; liaising with parents or other agencies / stakeholders.
- 3.7 Maintain student information and uphold confidentiality at all times.

- 3.8 Provide advice and guidance to staff and/or students, as required.
- 3.9 Assist with student welfare duties, liaising with parents/staff and other agencies.
- 3.10 Deal with day-to-day queries from students and families.
- 3.11 Contribute to the planning, development and organisation of support service systems/procedures/policies.
- 3.12 Establish productive working relations with students, acting as a role model.

4. Facilities and Estate Management

- 4.1 Be aware of, and comply with policies and procedures relating to health and safety, security and report all concerns in accordance with school procedures.
- 4.2 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.

5. Relationships and Communication

- 5.1 Undertake reception duties, including answering the telephone and responding to standard queries and dealing with visitors, where appropriate.
- 5.2 Respond to staff, student, parent and other stakeholder queries in a timely and professional manner.

6. Other Responsibilities

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

7. Records Management

- 7.1 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

Assessed by:				
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
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.	E	✓	✓
3.	First Aid trained or a commitment to obtaining.	E	✓	
4.	Evidence of Continuous Professional Development.	E	✓	
EXPERIENCE				
5.	Experience of working in an administrative setting.	E	✓	✓
6.	Experience of attendance administration.	D	✓	✓
7.	Experience of working in an educational setting.	D	✓	✓
8.	Experience of using Bromcom or other Management Information Systems.	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
9.	Ability to use MS Office software packages such as Word, Excel and Outlook, as well as Explorer and databases.	E	✓	✓
10.	Ability to prioritise, work efficiently and accurately, particularly under pressure, to deadlines and using own initiative.	E	✓	✓
11.	Ability to address sensitive matters with a caring manner and maintaining confidentiality at all times.	E	✓	✓
12.	Ability to maintain positive relationships with students, staff, parents and members of the community.	E	✓	✓
13.	Strong verbal and written communication skills.	E	✓	✓
PERSONAL QUALITIES				
14.	A passionate belief in the school's mission statement.	E	✓	✓

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