

Advanced Business Support Officer Grade 7

Job purpose

The school is a provider of education and extended learning services and strives to ensure that every child and young person have the best opportunities to reach their full potential and are best supported to grow and achieve within a safe, healthy and nurturing environment.

The Advanced Business Support Officer works as part of a team within the school to support the delivery of an efficient administrative function in line with school's policies and procedures, carrying out a range of complex or sensitive/confidential administrative and technical duties with some responsibility for supervising others.

Good IT and interpersonal skills are important in this role. You will build and maintain effective working relationships and provide a high level of customer service to a wide range of people, including staff, parents and students, present information, set up meetings and appointments and carry out administrative tasks accurately and efficiently. Proficiency in the use of Microsoft Office suite of applications (i.e. Word, Excel, Outlook, Microsoft Teams) and specific school information systems, such as the Child Protection Online Management System (CPOMS), InVentry, ParentPay and Parent Apps.

Key areas of responsibility

You will be expected to carry out your duties under the guidance and direction of your line manager and in line with the school's policies, procedures, relevant legislation, and requirements.

1. Key Areas.

- Provide an efficient and responsive administrative/business support service which meets the needs of the Head Teacher and Leadership Team and their related priorities.
- Ensure meetings and events are planned and prepared for in a timely manner and are serviced effectively and recorded appropriately and accurately.
- Delivery of accurate and timely information records management, data and word processing.
- Resolution of enquiries and complaints from a wide range of people, including staff, parents and students, via email, telephone and face-to-face contact.
- Contribute to the continuous improvement of the business support team through the sharing of knowledge, supervisory duties and supporting the personal development of other employees, including the developing of training plans.
- Role model a high level of customer care to ensure parents, stakeholders and visitors to the school receive an excellent service.
- Deal with sensitive and confidential information in appropriate manner.

- Maintain knowledge of and compliance with current Data Protection legislation requirements, providing guidance and responding to Freedom of Information, Subject Access requests and data breaches where necessary.
- To supervise and provide support to other staff within the business support team including the developing of training plans.
- Ensure health and safety principles are followed at all times.
- Undertake basic First Aid training, assist with the safety and wellbeing of pupils/students who are ill in school, and ensure information is recorded appropriately in line with established procedures.

2. Systems & Equipment Management.

- Responsible for the development, implementation, maintenance and monitoring of a range of systems and equipment. This may involve working with other departments and external agencies in order to gather relevant information and support implementation.
- To ensure the effective management of stock including assisting and training of other employees in the use of equipment and systems.

3. Management Information.

- Responsible for the development and provision of timely and accurate management information, contributing to the development of an effective, flexible and responsive business support service.
- To ensure research data is provided to support the Head Teacher/Leadership Team this may include the preparation of management information reports through the use of information systems.

4. Professional & Personal Conduct.

- You will work professionally and be a positive role model, upholding and exemplifying the school values.
- Develop positive and professional relationships with colleagues, pupils, parents and work effectively with other professionals, stakeholders and in multi-agency situations.
- You will develop positive professional relationships with colleagues including, recognise and respect the role and contribution of colleagues, parents and stakeholders.

5. Professional development.

- Take responsibility for your own professional development and participate in relevant training/CPD to improve practice, through observation, reflection, evaluation and discussion with colleagues as required by the Head Teacher.
- You will keep your knowledge and understanding relevant and up to date by reflecting on your own practice, liaising with Senior Leaders, and identifying relevant professional development to improve personal effectiveness.

6. Safeguarding.

- You will actively support the school's commitment to safeguarding and promoting the welfare of children and young people by following relevant statutory guidance along with the school's policies and practices.
- This may include the efficient and timely use of CPOMS to record, identify and report any child protection or safeguarding concerns, prepare and maintain the school's single central record (SCR), verify contractors and visitors DBS accreditation and/or Letters of Assurance and maintaining the integrity of the InVentry signing in system.

7. General Information.

- The jobholder may be required undertake such other duties and responsibilities of an equivalent nature, as may be determined and negotiated by the Head Teacher from time to time.
- The jobholder's duties must at all times be carried out in compliance with the school's Equality, Diversity and Inclusion policies and any other policy designed to protect employees or service users from harassment.
- The jobholder must take reasonable care of the health and safety of self, other persons and resources whilst at work co-operating with management as far as necessary to enable responsibilities under the Health and Safety at Work Act to be performed and to follow the school's Health and Safety Policy.
- It is the duty of the jobholder not to act in a prejudicial or discriminating manner towards colleagues or employees of the service. The jobholder should also counteract such practice or behaviour by challenging it or reporting it to senior management.

Employee Specification

To be shortlisted for the role, please demonstrate on your application form how you currently meet the “Essential” criteria, and the “Desirable” criteria wherever possible.

Where the criteria are to be identified through the "Selection Process", this will be tested during the recruitment process, which may involve written exercises, group discussions, presentations, interview etc.

Knowledge, Qualifications, Skills and Experience	Shortlisting Criteria
Proven experience of administrative and business support duties.	Essential
Experience of working with computer packages (e.g. Microsoft Word, Excel and Access, Publisher, PowerPoint)	Essential
Ability to supervise a team of staff, monitor their performance and provide appropriate support and training.	Essential
Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information, including letters, management reports and promotional literature.	Essential
Business & Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills.	Essential
Understanding of the basic principles of customer care and providing an effective service.	Essential
Excellent interpersonal and communications skills, both orally and in writing, to be able to monitor and solve problems from customers and provide detailed advice.	Essential
Understanding of and an ability to use a range of School Management Information Systems.	Essential
Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.	Essential
Ability to carry out research, analyse and present information in support of projects.	Essential
A commitment to undertake continued training and development.	Essential
Ability to maintain a positive, compassionate, and professional demeanour, especially when working under pressure.	Essential
Contribute to a respectful, inclusive team environment and actively support the school's ethos and organisational values.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Accepts standard screening plus any other medical screening as decided by the Occupational Health physician, appropriate to occupational risk. Any offer of employment is subject to satisfactory health clearance.	Essential

General information

When you start in your role you will receive a comprehensive induction and any mandatory training including, safeguarding and core CPD.

Have regard for the ethos, policies and practices of the school and maintain high standards in your behaviour, attendance and punctuality. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communications.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge and remit of the job.

For Office Use Only:

Job Category	SCHOOLS (Maintained)	Grading ID	
Job ID	61920	Last Updated	July 2024

Contractual Variants

DBS Category	Children's Workforce	DBS Type	Enhanced + Child Barred list
Health Check	Yes	Politically Restricted	
Standby		Other	
Checked by HR	Yes		