

Job Description Support Staff

Role:	Operations Support Assistant
School:	Beckfoot Trust
Salary/Grade:	Band 7
Reporting to:	Operations Support Manager

Corporate Responsibilities:

- Develop and provide high quality and effective administrative and organisational support services, in accordance with regulatory requirements working with colleagues and supporting students to achieve top 10% outcomes in a remarkable learning environment.
- Adhere to the principles of alignment in the One Trust Contract.
- Ensure probity, propriety and adherence to the Nolan Principles both in your personal conduct and throughout the Trust.
- Contribute to a culture of relentless improvement, where feedback is a gift.
- Lead and uphold an individual and organisational commitment to safeguarding and promoting the well-being of children; being hyper-vigilant in all interactions with pupils and adults and reporting any concerns or suspicions, no matter how small, to the Designated Safeguarding Lead (Pupils) / Headteacher (Staff).
- Comply with all policies, procedures, working practices and regulations, in particular, Child Protection, Equality and Diversity, Health and Safety, Confidentiality, Data Protection, Financial Regulations in line with our Scheme of Delegation.
- Be accountable to and carry out any reasonable request from the Line Manager / COO.

This is a school-based role that will involve contact with children.

Key Duties and Responsibilities:

- Develop and implement effective administrative and organisational support, working with colleagues to provide prompt and effective solutions and services to our schools and for external stakeholders as required.
- Be an ambassador for the team, promoting and supporting the Trust ethos and ensuring a welcoming and responsive first point service for enquiries and visitors.
- Develop constructive relationships, support links, and communicate effectively with a range of stakeholders internally and externally.
- Responsible for tracking planning and progress in relation to development/project activity, producing updates as required, highlighting potential issues or risks to senior staff and liaising with team members for updates to meet deadlines.
- Coordinate planning and updates required for meetings and activities in line with the Trust calendar, tracking and reporting on follow up activity.
- Provide organisational support for meetings and events, including taking notes at meetings if required.
- Raise purchase orders and support budget matters, obtaining best value, organising orders or returns.
- Support with the coordination, formatting and publishing of materials and documents with high standards of presentation following brand guidelines.
- Responsible for timely administration of the cycle of review for policies and operating process in line with the Trust register, ensuring they are reviewed, updated, presented to relevant stakeholders and published in line with process.
- Key administrator for Trust SharePoint, working with designated page owners to upload and maintain content in a variety of ways for effective working and communication purposes.
- Monitor and track complaints across the Trust, supporting with resolution and reporting on activity.
- Assist with maintaining up to date information on websites and internal platforms.

- Assist in planning and design of systems and processes to meet the support needs of the operations team and ensure continuation of essential services in the absence of the Trust Operations Support Manager, liaising with senior colleagues as required.
- Maintain supplies and resources, ensuring they are available as required in line with financial procedures.
- Maintain accurate electronic and manual records with effective document control using relevant systems in line with policy and records management procedures.
- Utilise reprographics and IT equipment as required.
- Provide occasional cover for colleagues in support functions.
- Assist with the supervision and welfare of pupils, contributing to effective behaviour management in school.
- Contribute to the development of systems and procedures, supporting the life of the Trust and work within the overall aims and objectives of the Trust.

Professional development:

- Be committed to own professional development, demonstrating the desire to be better tomorrow than you are today.
- Establish and participate in training opportunities, meetings, and networks to support and maintain excellent service delivery and knowledge in role.
- Seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities.
- Actively engage in the coaching offer and appraisal process.

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check.

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

Intermediate Fluency Duty Required: In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role, the post holder is required to meet the Intermediate Threshold Level. The post holder should demonstrate they can: Express themselves fluently and spontaneously with minimum effort and only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

Date: November 2022

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks. Post-holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager. The Job Description will be reviewed with the post-holder in relation to need or on an annual basis through appraisal and whole-Trust review of strategy and effectiveness.

Person Specification

Role: Operations Support Assistant

Requirements		Essential Desirable	Identified
Qualifications / Training	- Minimum of GCSE (A-C/4+) English and Maths or equivalent e.g., Adult Literacy/Numeracy at level 2. - Relevant level 3 or above business / administrative qualification - Personal or Executive Assistant training - Evidence of relevant CPD activities	E E D E	Application
Experience	- Recent and successful experience of providing excellent service support in a fast-paced environment - Experience of managing projects or supporting projects - Experience of developing and using SharePoint as a tool for effective workflow and team work - Experience of working with schools / Multi-Academy Trust - Experience of supporting a developing operating model	E D D D D	Application Interview
Knowledge, Skills and Ability	- Proactive, methodical approach to work with attention to detail - Flexibility to respond to and manage conflicting priorities - Excellent communication and interpersonal skills - Excellent administrative and organisational skills - Strong ICT skills within an office environment and up to date knowledge of Microsoft Office applications, in particular SharePoint and Planner - Knowledge of effective organisational document control and storage in line with GDPR regulations - Ability to use IT to enhance team working - Work constructively as a part of a team to deliver excellent service - Ability to track multiple workstreams effectively under pressure and to meet deadlines - Knowledge of relevant policies and guidance and awareness of relevant legislation - Ability to relate well and work effectively with children and adults	E E E E E E E E E E E	Application Interview
Character Values /	- High commitment to safeguarding and promoting the welfare of children - A belief in education and commitment to high levels of service to make a difference for young people	E E	Application Interview

	• Commitment to the Trust agenda for inclusion, diversity and equality • Driven by values and aligned to the seven principles of public life of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership • Humility: a recognition that the more you know, the less you know! Not being afraid to say, 'I don't know' • Emotionally intelligent: know when to direct and when to challenge • Present a positive perspective; able to listen and show awareness of other's sensitivities; have personal pride and lead by example • Understand the importance of work/ life balance • Resilient, flexible and hardworking • Interest in the Trust's wider role in the community	E E E E E E D	
Personal Circumstances	• Legally entitled to work in the UK • Able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 • Flexibility to support out of hours activity on occasion	E E E	References Interview