



THE PRIORY
LEARNING TRUST

JOB DESCRIPTION

Title: Business Support Administrator

Grade: TPLTSS 3

Main purpose of the role

To work as part of a team providing a comprehensive business support service for the school.

Profile

To carry out a range of activities that are not always prescribed or allocated daily but follow established work routines. The post holder is required to provide general business support in their own work area and assist senior colleagues with specific activities.

Safeguarding Responsibilities

This role involves working with children on a daily basis and is therefore in regulated activity.

Main Duties and Responsibilities

- Provide general secretarial and administrative support for all areas of the School under the direction of their line manager.
- To assist with the organisation and arrangements for schools trips and events
- Answer the telephone, taking messages, referring as appropriate and providing straightforward information/responding to routine enquiries.
- Manage the input, maintenance and retrieval of all personal and collective data in respect of pupils and staff at the school, ensuring that confidential information is held securely, and providing reports where required
- Maintain records and filing systems for accurate and easy retrieval.
- Maintain stationery inventory, ordering replacements and distributing as necessary to support work in the locality.
- Place orders and check invoices before passing through for payment to assist monitoring budgetary spend, passing on queries so they can be resolved.
- Act as receptionist for visitors to the school, providing information or referring enquiries to other members of staff, as appropriate, and receive deliveries.
- Undertake typing, word processing, spreadsheet work and other ICT data input, maintenance and retrieval, as determined by the Line Manager.

- Contribute to the development and implementation of new administrative processes, including the use of systems which enhance the application of information technology in the school's administration work.
- Participate in staff meetings and contribute to the development of policies and procedures related to the administrative responsibilities of the school.
- Assist with any urgent social or welfare work in respect of individual pupils and, as requested by the line manager, participate in the supervision of pupils during an emergency or specific non-classroom activity during the normal school day and participate in lunchtime duty as and when required.
- To undertake any other duties commensurate with the grade of the post

Scope for Impact

This post provides business support for the school, liaising with partner agencies as necessary to improve services and outcomes for children, young people and their families and carers.

General

This job only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and will be reviewed annually.

Special notes or considerations

Some of the work undertaken by the team is of a confidential nature. The postholder must at all times maintain confidentiality and should be aware that, given the nature of the services provided by the team they may on occasions be exposed to information that they may find upsetting.

Support for the Trust

- (i) *Develop and maintain working relationships with other professionals*
Work effectively with teachers, support staff and other professionals, applying own strengths and expertise to contribute positively to the overall aims and objectives of the Trust. Provide effective support for all other members of the Trust staff by sharing own knowledge and expertise in a professional and constructive manner.

Take an active role in supporting and developing a culture of team working for the benefit of students, both individually and collectively. Participate in staff, team and planning meetings.
- (ii) *Safeguarding, Equality and Data*
Contribute to the development and maintenance of Trust policies which encourage positive student behaviour and implement agreed behaviour management procedures.

Promote safeguarding and the welfare of children. Everyone who comes into contact with children, their families and carers has a role to play in safeguarding children. In order to fulfil this responsibility effectively, your approach must be child-centred. This means that consider, at all times, what is in the best interests of the child.

Keep up to date and follow Trust safeguarding policies and appropriate processes by reading and understanding required documentation annually, familiarising yourself with ad-hoc safeguarding information provided and attending Basic Awareness Training as required.

Be aware of and understand the Trust's Equality Policy and ensure at all times that the duties of the post are carried out in accordance with the Policy.

Ensure compliance with all Health and Safety legislation and associated codes of practice and Trust policies.

To work in accordance with the Data Protection Act and Trust Data policies.

- (iii) *Review and Develop own professional practice*
Develop and maintain effectiveness as a member of the Trust staff by taking responsibility for own continuing professional development. Demonstrate a willingness to engage with further training and other opportunities to gain appropriate skills, knowledge and vocational or academic qualifications.

Supervision and Work planning

Meet regularly with line manager and have regular contact with other members of the team on work priorities. The post holder will be expected to plan their own work, balancing the priorities of different work streams.

Work flows from line manager and is generated within the general office routine.

Advice and support is readily available for more complex enquiries.

Supervisory responsibility

The post holder does not have supervisory responsibilities.

Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

Person Specification

Job Title: Business Support Administrator Qualifications & Experience

ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	A good general standard of education, which includes GCSE grade C or above in Maths and English or equivalent.	ICT/Microsoft Word and Excel qualifications Current first aid qualification
WORK RELATED EXPERIENCE AND ASSOCIATED VOCATIONAL TRAINING	Knowledge or experience of working in an office environment in established routines.	Experience of working in a customer facing environment, preferably in an education setting Experience of using SIMS or other student/personnel databases
JOB RELATED SKILLS	Efficient office skills Thorough working knowledge of ICT software packages such as Microsoft Office Suite, especially Word and Excel.	Shorthand Minimum typing skills of at least 30 words per minute
PERSONAL SKILLS	Ability to work in a team sharing work requirements Excellent communication skills both spoken and written Able to maintain confidentiality, tact and diplomacy at all times Good interpersonal skills Good customer care skills for reception duties Accuracy and attention to detail Ability to use initiative to problem solve issues whilst dealing with enquiries from colleagues, parents/carers and general public Able to process sensitive information with empathy and confidentiality Reliable, punctual and responsible	