

A Day in the Life.....

Grade 6 Business Support Officer – Kirklees Virtual School

The team is situated at Kirkgate Building, Huddersfield although currently working at home.

The aim of the Virtual School is to:

- Monitor and analyse the attendance and academic progress of all Kirklees Children and Young people in Care (Looked after Children) as though they were in one school.
- To identify when a child is not making progress and to coordinate across services a coordinated intervention to address this – to help them to “catch up.”
- To provide support, advice and training for schools, carers, social workers and other professionals to support our children.

The team currently consists of 2 grade 6 BSO + 1 p/t term time grade 6 BSO, 1 teacher and 8 achievement coordinators.

The team is managed by the Virtual School Headteacher, 2 Team Managers and 1 Data Manager

The team deals with a high number of telephone calls and queries and this would be a large part of your day. This means that you are frequently communicating with carers, teachers, social workers and other professionals so the team needs people who are excellent communicators, people who are reliable, hardworking, self-motivated and very flexible.

A significant part of the work entails the maintaining and updating of our bespoke ePEP system which is used to record Personal Education Plan meetings for our children and young people in care. We also regularly use an in-house database Liquid Logic and the document storage system that runs alongside it (Wisdom). Training on these systems will be provided and there is a requirement to exercise vigilance when disclosing personal/sensitive information to ensure confidentiality is not breached.

The role demands excellent organisational skills and the ability to prioritise work using your own initiative whilst at the same time embracing the ethics of good team working.

Tasks you may perform in a typical working day:

- General administrative duties including telephone calls, post and ordering supplies
 - Actioning emails sent to the team's resource email account - rota
 - Maintaining, updating and interrogating the ePEP system and Liquid Logic
 - Data processing (input and retrieval), including service based IT systems – the accuracy of this data is essential
 - Using financial spreadsheets and producing specialist and technical administrative support including data analysis using Excel
 - Making SAP payments for Pupil Premium Plus funding and other financial payments
 - Diary management and booking meetings (Outlook)
 - Information and record management as directed
 - Arrange meetings, take minutes and produce appropriate documentation
 - General clerical e.g. filing, photocopying, scanning etc.
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- You will be dealing with confidential and sensitive topics on a daily basis so it is essential that you are able to keep information confidential as appropriate and work calmly under pressure.