

# KIRKLEES COUNCIL

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**SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT**

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**JOB TITLE: BUSINESS SUPPORT OFFICER**

**GRADE: 5**

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## **1 PURPOSE OF JOB**

Schools/Colleges are providers of education, and extended learning services, all of which benefit pupils, parents and the local community. The school/college is a diverse employer that encourages the development of its staff who in turn deliver quality services to pupils and parents whose expectations are constantly rising both in terms of better services and access to them. Employees feel that they are contributing to the local community and making a difference to people's lives whilst working in a dynamic, fair and flexible environment.

This job is part of the generic Business Support job family which plays a key role in supporting schools to deliver high quality services.

In your role you will be part of a team within the school/college. At this level you will already hold RSA II, a level 2 NVQ qualification (or equivalent) or have previously gained an equivalent level of work experience. As well as a thorough induction into the school and the role you will receive regular support to help you to develop within both your current role and future career we will also support and encourage you to undertake further training and development for example RSA III or ECDL or gain an equivalent level of work related experience.

There are a variety of administrative, financial and business support duties that may form part of your job it will be expected that you deal with information which may be sensitive or confidential.

You will be expected to carry out your duties in line with the School's/Local Authority's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract of employment, induction, ongoing performance management and development and through School communications.

The Business Support Officer role is generic across School's, however if there are any aspects of the role that are specific to the school these will be included in the attached context sheet/s.

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## J O B D E S C R I P T I O N

### 1. Keys Areas

- To provide an effective, flexible and responsive administrative/business support service to the Headteacher/Leadership Team. This may involve providing reprographics services in line with the requirement of the school.
- To ensure telephone/visitor enquiries are responded to sensitively and resolved appropriately, directing more complex calls to appropriate staff.
- To provide a friendly, professional and customer focused reception service to all visitors and callers.
- To ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately.
- To ensure documents/reports are produced and formatted to school standards and within school deadlines.
- To liaise with staff, pupils, or other outside agencies on behalf of Headteacher/Leadership Team as required to gather, receive and exchange information.

### 2. Systems & Equipment

- To ensure all office equipment is used proficiently, taking into account health and safety requirements, copyright legislation, and effective stock management is maintained.
- To contribute to developing and maintaining effective and appropriate administrative systems in support of the school's practices and procedures.

### 3. General

**The above list is not exclusive or exhaustive, and the school may require the job holder to undertake duties commensurate with the level of the role.**

As part of your wider duties and responsibilities you are required to promote and actively support the Schools and Local Authority's responsibilities towards Safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

Please click [here](#) to read our safeguarding policy.

Alternatively go to:

<https://jobs.kirklees.gov.uk/GenText.aspx?page=page1>

# KIRKLEES COUNCIL

Carry out your duties with due regard to current and future School/Local Authorities policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School's communications.

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**RESPONSIBLE TO:**      **School to indicate**

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**RESPONSIBLE FOR:**      **None**

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<b>JD Reference No</b>	<b>SS/BS05</b>
<b>JD Prepared / Amended</b>	<b>OCT 2009</b>
<b>Refers to Estab(s)</b>	

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