

KIRKLEES COUNCIL

SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT

JOB TITLE: SENIOR BUSINESS SUPPORT OFFICER

GRADE: 6 (SCP 18-21)

1 PURPOSE OF THE 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 the 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 in Business Administration (or equivalent) or have previously gained an equivalent level of work experience. You will need to work towards RSA III, NVQ level 3 in Business Administration (or equivalent), ECDL. 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.

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. At this level you may also provide advice and guidance to other officers within the Business Support team.

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 Senior 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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1. Key Areas

- To provide an effective, flexible and responsive administrative/business support service to the Headteacher/Leadership Team.
- To ensure telephone/visitor enquiries are responded to sensitively and resolved appropriately and difficult customers who may be aggressive or upset dealt with effectively.
- To provide a friendly, professional and customer focused reception service to all visitors and callers, including providing detailed advice and taking action where appropriate.
- To ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately and accurately.
- To ensure documents are produced and formatted to school standards and within deadlines.
- To provide assistance to other staff within the Business Support Team/School.

2. Systems Management

- To ensure office equipment is used proficiently, taking into account health and safety requirements and copyright legislation.
- To ensure that effective and appropriate systems are developed, implemented, maintained and monitored when supporting the schools practices and procedures.
- To be responsible for the effective stock management including assisting other employees in the use of these systems.

3. Management Information

- To provide accurate statistical and management information in an appropriate and accessible format.
- To ensure that issues relevant to the Business Support Team/Headteacher are researched, and information communicated to the Business Support Team/Headteacher.
- To be responsible for all tasks in relation to the ordering and control of stationary and stock.

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4. 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 refer to the Employment page, working for the Council on the Kirklees website under the following link:

<http://www.kirklees.gov.uk/employment/employmentPolicies.aspx>

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.

RESPONSIBLE TO: **School to indicate**

RESPONSIBLE FOR: **None**

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| JD Reference No | SS/BS06 |
| JD Prepared / Amended | OCT 2009 |
| Refers to Estab(s) | |

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