



Job role	Senior Business Support Officer
Working pattern	37 Hours per week (Term Time Only) plus 2 days
Contract type	Fixed Term post until 31 st August 2024
Salary	Grade 6 (SCP 7-11)

Job summary

Start date: **1st September 2023**

Closing date: **9th June 2023**

We are seeking to appoint a highly motivated and committed individual to join our office team in the important role of Senior Business Support Officer.

The successful candidate will have experience in a busy office environment and strong knowledge of various Microsoft packages, essential for undertaking the role effectively. They will also embrace our school ethos and vision.

Key duties include;

- To provide an effective, flexible, efficient 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

This role is initially for the 2023/24 academic year but may go beyond subject to budgetary constraints.

Visits to the school are welcomed and can be arranged by telephone – 01484 862142



Applying for the job

Application form can be located on the Kirklees website and on at www.saintaidans.org.uk. Please return to liam.wilson@saintaidans.org.uk ([School Business Manager](#))

School type	Academy, ages 4 to 10
Education phase	Primary
School size	172 pupils enrolled
Age range	4 to 10
Ofsted report	View Ofsted report (opens in new tab)
School website	http://www.saintaidans.org.uk
Contact email	laura.willimott@saintaidans.org.uk (Headteacher)

About St Aidan's CE Academy

St Aidan's Academy is a warm and welcoming church school that is committed to ensuring that the children are at the heart of everything we do. You will work as part of a team including teachers and other support staff to support the learning and welfare of all pupils. Providing practical support for learning, educational activities, developing social skills, integration and for securing pupils' physical and emotional wellbeing. We are part of the Learning Accord Multi-Academy Trust.

We pride ourselves in providing a safe, happy and caring environment, where all pupils are nurtured and valued. We also hold our staff well-being of paramount importance and the successful candidate will have access to our enhanced well-being package.

About Learning Accord Multi Academy Trust

The Learning Accord Multi Academy Trust is an inclusive trust which welcomes church and community schools and celebrates diversity and distinctive context. We recognise that for our learners, life chances are formed throughout their primary education. Our responsibility is to celebrate each child's talents and build upon each child's experiences to ensure that they make the progress that they deserve. Our aim is that all will flourish and achieve the highest standards. For further information about the Trust, please visit: <https://www.learningaccord.org/>.

Closing date for the applications is 9th June 2023. Paper applications or CVs will not be accepted.

References will be requested for those shortlisted only and prior to interview. Only those shortlisted for interview will be contacted.

This post is considered to be a customer-facing position; as such it falls within scope of the Code of Practice on English language requirement for public sector workers. The school therefore has a statutory duty under Part 7 of the Immigration Act 2016 to ensure

that post holders have a command of spoken English sufficient for the effective performance of the job requirements. The appropriate standards are set out in the person specification. These will be applied during the recruitment/selection and probationary stages.

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Offers of employment are subject to a satisfactory enhanced DBS disclosure and other employment checks.

The school is committed to equality and diversity in employment practice and service delivery.

Job Description

SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT

JOB TITLE: SENIOR BUSINESS SUPPORT OFFICER 6

GRADE: 6

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 attached context sheet/s.

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.

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

Alternatively go to:

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

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: Headteacher

RESPONSIBLE FOR: None

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



DIRECTORATE: All Schools Model

JOB TITLE: Senior Business Support Officer (6)

GRADE: 6

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1	Proven experience of word processing or administrative work. (OPTIONAL - <i>including reception duties or including reprographics duties</i>)	Application Form / Selection Process	Indicate rank A B or C
		1.2	Experience of working with <i>computer packages e.g. Microsoft Word, Excel and Access.</i>		
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1	Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information including, the collation and accounting for cash.	Application Form / Selection Process	Indicate rank A B or C
		2.2	Business & Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills		
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1	Knowledge of computer packages and how these are used to design and produce documents in a business environment.	Application Form/ Selection Process	Indicate rank A B or C
		3.2	Understanding of the basic principles of customer care and providing an effective service.		
		3.3	Understanding of SIMS,(Schools Management Information system)		
		3.4	Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post		
4.	SKILLS AND ABILITIES	4.1	Literacy skills to produce specialist word processing and administrative support, including management reports, plan & organise meetings and use of electronic messaging systems.	Application Form/ Selection Process	Indicate rank A B or C

		4.2	Numeracy skills to produce statistical information, the collation and accounting for cash including the maintenance of stock and ordering of products and services.	Application Form/ Selection Process	Indicate rank A B or C
		4.3	Ability to provide assistance and support to others on processes and systems.		
		4.4	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		
		4.5	Ability to produce work to meet agreed targets, strict deadlines and to required standards.		
		4.6	Able to provide excellent customer service and deal with difficult enquiries appropriately.		
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to undertake continued training and development	Selection Process	A
		5.2	To be supportive of the Catholic/Christian ethos of the school (OPTIONAL).		
		5.3	Willingness to undertake an enhanced Disclosure and Barring Service check. Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.	Application Form/ Selection Process	

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.

ES Prepared/Amended	JAN 2015
Refers to Estab(s)	Schools
REF	BS06