



Nurturing inclusive learning communities

## JOB DESCRIPTION

**Job Title:** Business Support Officer

**Reporting to:** Office Manager

**Location:** Ethos College, Dewsbury (but may involve occasional travel to other Trust sites)

**Grade/Salary:** Grade 6 (£19,554 - £21,166 reduced to £11,458.78 - £12,403.38 in accordance with the term time, part time contract)

**Hours:** 25 hours plus 5 inset days (over Monday – Friday)

### Statement of Intent

All Academies across the Trust adopt a consistent and rigorous approach in the recruitment and selection processes, with the aim of ensuring that those recruited are suitable for such an important and responsible role. The intention is to ensure that all stages of the recruitment process contain measures to deter, identify, prevent and reject unsuitable people from gaining access to pupils within the organisation. The recruitment and selection processes also aim to meet all legislative requirements, any statutory or other guidance that may from time to time be issued in order to keep children safe and safer recruitment in education, as well as principles of general good practice.

## Key Purpose of the Post:

The role includes providing practical administrative support to Ethos College, a Key Stage 4 Pupil Referral Unit provision providing long term placements for students presenting with social, emotional, mental health needs. There are a variety of administrative, financial and business support duties that may form part of your job and it will be expected that you deal with information which may be sensitive or confidential. The position includes providing a wide range of administrative support to Ethos College and for young people and their families. The successful candidate will work collaboratively with colleagues to ensure the effective delivery of the service and work closely with the wider Business Support team.

## Main Duties and Responsibilities

### Key Areas

- To provide an effective, flexible and responsive administrative/business support service to the Office Manager/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.

### 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 Trust's practices and procedures.
- To be responsible for the effective stock management including assisting other employees in the use of these systems.
- To effectively navigate and use a variety of systems independently with little supervision.

### Management Information

- To provide accurate statistical and management information and reports 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.

### General

- To act with integrity, honesty and professional competence and understand the importance of confidentiality.
- To have a positive attitude towards working with vulnerable young people including ability to be understanding, responsive, calm and supportive.
- Carry out your duties with due regard to current and future Academy policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, induction and on-going performance development and through Academy communications.
- Take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the college's responsibilities under the Health and Safety at Work Act
- Demonstrate day to day commitment to the Trust's core values of community and mission statement
- Carry out such reasonable additional duties as may from time to time be determined by or on behalf of the Trust Board.

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

All staff have a duty for safeguarding and promoting the welfare of children and young persons. Staff must be aware of the Trust's procedures for raising concerns about children's welfare and must report any concerns to the Designated Person without delay. Staff must ensure that they attend the appropriate level of safeguarding children training identified by the Trust as relevant to their role.

### **Equality and Diversity Statement**

The Trust will seek to ensure that all existing and potential employees and students are given equal opportunities for employment and education. It is committed to the elimination of unlawful or unfair discrimination on the grounds of any of the protected characteristics (as defined by the Equality Act 2010). The Trust will seek to ensure that no applicant for employment or education is disadvantaged by conditions or requirements which cannot be justified. The Trust provides an open, welcoming and safe environment for all its students, employees and visitors.

### **Safeguarding Statement**

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All Academies across the Trust adopt a consistent and rigorous approach in the recruitment and selection processes, with the aim of ensuring that those recruited are suitable for such an important and responsible role. The intention is to ensure that all stages of the recruitment process contain measures to deter, identify, prevent and reject unsuitable people from gaining access to pupils within the organisation. The recruitment and selection processes also aim to meet all legislative requirements, any statutory or other guidance that may from time to time be issued in order to keep children safe and safer recruitment in education, as well as principles of general good practice.

Employees are required to undertake appropriate safeguarding and other checks which may include:

- ☐ Evidence of entitlement to work in the U.K.;
- ☐ Evidence of essential qualifications;
- ☐ Two satisfactory references;
- ☐ Confirmation of medical fitness for employment;
- ☐ Registration with appropriate bodies (where applicable);
- ☐ Evidence of a satisfactory safeguarding enhanced Disclosure and Barring checks.

### **Prevent Statement**

All employees are required to uphold the values of democracy, rule of law, individual liberty and tolerance and have mutual respect for those with different faiths and beliefs.

### **Application Details**

Applicants for this post are asked to:

1. Complete the Trust Application, Equality and Diversity Forms;
2. Include a supporting statement as part of your application identifying how you meet the person specification in this paper

The closing date for the role is: 12pm on 16 July 2020.

Please send completed applications as soon as possible to [recruitment@eat.uk.com](mailto:recruitment@eat.uk.com)

If you require further information about the role or an informal chat, please contact Janine Taylor, Office Manager at Ethos College on 01924 469170 or you can visit the Trust website: <http://www.ethoscollege.uk.com>

If you apply and are unsuccessful in being called to interview, thank you in advance for your time in making this application. Due to time constraints, it may not be possible to respond to everyone individually.

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.

# Person Specification

## Business Support Officer (Grade 6)

Key Criteria	Essential	Identified
<b>Relevant experience</b>	<p>1.1 Experience of working as part of a team with a wide range of duties and responsibilities.</p> <p>1.2 Proven experience of administrative and business support duties.</p> <p>1.3 Experience of reception duties.</p> <p>1.4 Experience of working with <i>computer packages e.g. Microsoft Word, Excel, PowerPoint, Publisher.</i></p> <p>1.5 Experience of using and maintaining management information systems or equivalent.</p>	Application form / Interview / Selection Process
<b>Education and training attainments</b>	<p>2.1 GCSE Grade A-C (or equivalent) in English and Maths.</p> <p>2.2 Business &amp; Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills.</p>	
<b>General and special knowledge</b>	<p>3.1 Knowledge of and ability to use various systems and computer packages in a business environment.</p> <p>3.2 Understanding of the basic principles of customer care and providing an effective and high quality service.</p> <p>3.3 Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the job.</p> <p>3.4 Understanding of the needs</p>	

<p><b>Skills and abilities</b></p>	<p>4.1 Excellent literacy skills in order to produce accurate and high quality word processing, including management reports and taking notes at meetings.</p> <p>4.2 Excellent numeracy skills in order to produce accurate statistical information including data, maintenance of stationery and stock items.</p> <p>4.3 Ability to appropriately deal with sensitive and confidential information and respond positively to the demands of a varied and demanding workload.</p> <p>4.4 Ability to prioritise own workload to produce work to meet agreed targets, strict deadlines and to the required standards.</p> <p>4.5 Ability to coordinate meetings and events including the preparing of agendas and taking minutes.</p> <p>4.6 Ability to communicate effectively with a range of people both verbally and in writing to gather, receive and exchange information.</p> <p>4.7 Ability to accurately input and retrieve data including, the maintenance of records and filing systems.</p> <p>4.8 Ability to use initiative where required to fully complete tasks independently and without supervision.</p> <p>4.9 The ability to work effectively as part of a team.</p> <p>4.10 Ability to remain calm under pressure.</p> <p>4.11 Ability to maintain a positive attitude towards the needs of vulnerable young people and their needs.</p>	
<p><b>Any additional factors</b></p>	<p>5.1 Understanding and commitment to working in line with legislation and Trust policies and procedures.</p> <p>5.2 Commitment to ongoing personal training and development.</p> <p>5.3 Willingness to undertake an enhanced Disclosure and Barring Service check, pre employment</p>	

	and two yearly. <b>Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.</b>	
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