

KIRKLEES COUNCIL

SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT

JOB TITLE: BUSINESS SUPPORT OFFICER 5

GRADE: 5, (SCP 15-17)

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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KIRKLEES COUNCIL

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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.

RESPONSIBLE TO: **School to indicate**

RESPONSIBLE FOR: **None**

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

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EMPLOYEE SPECIFICATION

SECTION: All Schools Model

JOB TITLE: Business Support Officer (5)

GRADE: 5

| | ATTRIBUTES | RELEVANT CRITERIA | HOW IDENTIFIED | RANK |
|----|---|--|--------------------------------------|------------------------------|
| 1. | RELEVANT EXPERIENCE | 1.1 Experience of word processing or administrative work, including reception duties. 1.2 Experience of working with <i>computer packages e.g. Microsoft Word, Excel, Publisher and Outlook.</i> | Application Form / Selection Process | A A |
| 2. | EDUCATION AND TRAINING ATTAINMENTS | 2.1 Numeracy and literacy skills in order to produce specialist documentation and statistical information. 2.2 Business & Administration NVQ 2, or equivalent qualification, or able to demonstrate equivalent skills. 2.3 Recent First Aid qualification, or previous experience of dealing with first aid incidents. | Application Form / Selection Process | A A C |
| 3. | GENERAL AND SPECIAL KNOWLEDGE | 3.1 Understanding of the basic principles of customer care and providing an effective service. 3.2 Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the job. 3.3 Knowledge and understanding of a variety of software packages (e.g. Word, Excel, Outlook, Publisher and PowerPoint) and how these are used to design and produce documents in a business environment. 3.4 Understanding of SIMS (School Management Information System) | Application Form/ Selection Process | A A A B |
| 4. | SKILLS AND ABILITIES | 4.1 Literacy skills to produce specialist word processing, including management reports and taking notes at meetings. | | A |

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|----|-------------------------------|-----|--|--|---|
| | | 4.2 | Numeracy skills to produce statistical information including the maintenance of stationery and stock items. | Application Form/ Selection Process | C |
| | | 4.3 | Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload. | | A |
| | | 4.4 | Ability to produce work to meet agreed targets, strict deadlines and to the required standards. | | B |
| | | 4.5 | Able to provide an excellent customer service and deal with enquiries appropriately. | | A |
| 5. | ANY ADDITIONAL FACTORS | 5.1 | Commitment to ongoing personal training and development. | Selection Process | B |
| | | 5.2 | To be supportive of the Catholic/Christian ethos of the College. | | A |
| | | 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 | A |

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.

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| ES Prepared/Amended | JAN 2015 |
| Refers to Estab(s) | |
| REF | BS05 |



ALL SAINTS CATHOLIC COLLEGE
CONTEXT SHEET
Business Support Officer – Student Services

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|-------------------|---------------------------------------|
| JOB FAMILY | BUSINESS SUPPORT |
| ROLE | STUDENT SERVICES ADMINISTRATOR |
| GRADE | 5 |

What will your role be in addition to the duties in the Job Description?

To support the school office in the day to day organisation of Student Services.

Undertake main reception duties at designated times.

Provide confidential administrative support. This will include producing letters, maintaining records, and setting up and maintaining effective systems.

To liaise with students, staff, members of the public, outside agencies, or parents to gather, receive or exchange information.

Provide administration support for educational visits and data protection requests and queries.

Provide first aid support to students and staff.

Specific duties?

- To be the first point of contact for Student Services – providing a courteous and efficient service to all students and staff.
- To answer both internal and external telephone calls, dealing with enquiries and taking messages where appropriate, ensuring a friendly, customer focused, and professional service is given.
- To control access to the school via the student entrance.
- To provide basic first aid as needed, liaising with the Student Welfare Officer. (First Aid training will be given)
- To make arrangements for sick/injured students to be taken home or to hospital.
- To assist in the production of materials for school, e.g. forms, programmes, posters, signs, brochures, and certificates, ensuring that documents are presented appropriately, on time and in line with the school's quality standards.
- To process and monitor educational visit applications using Evolve. (Training will be given)
- To process and monitor data protection requests and queries.



ALL SAINTS CATHOLIC COLLEGE
CONTEXT SHEET
Business Support Officer – Student Services

- To collate information for, and assist in the production of, the College newsletter.
- To provide cover for other staff in the school office as appropriate.
- Service meetings within the school including minute taking and distribution of documentation, as needed.
- To assist with the upkeep of noticeboards in the school.
- To undertake main reception duties at daily designated times, providing high-quality customer service.
- To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the postholder's supervisor.

RESPONSIBLE TO: PA to the Principal

RESPONSIBLE FOR: None

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| Context Reference No | CS/BS05/SS |
| Context Prepared / Amended | Apr 2020 |