



Business Support Officer

Job Description

Salary scale:	Scale 4, SCP 11-14 (£25,481 - £27,211) pro rata – Actual (£22,938 - £24,495)
Hours:	Term Time Only + 15 Days, 37 hours per week (08:00am – 4.00pm Mon-Thurs, 08:00am – 3.15pm Fri)
Permanent / Temporary:	Permanent
Responsible to:	Office Manager
Job purpose:	To contribute as a member of the established Administrative Team, undertaking a variety of administrative and reception responsibilities. A flexible approach and readiness to support a range of whole-school activities is essential. Part of each day will also involve delivering administrative assistance to the Attendance Manager.
Managing:	None

Key Responsibilities

Main Office Administration:

- Provide general administrative support.
- Accurate data entry into the school's management information system (SIMS).
- Support the Office manager with admissions administration.
- Support with parent pay administration and enquiries and the administration of Free school meals
- Undertake reception duties including answering telephone and responding to routine queries, including, where appropriate, dealing with visitors.
- General welfare support, where required, including administering basic first aid.

Attendance Administration

- Accurate attendance data entry into the information management system (SIMS).
- Receive, and respond to, incoming communications regarding pupil absence.
- Record the signing in of pupils late to school.
- Check for any incomplete registers and missing marks, and to follow up any omissions and concerns with relevant teaching staff and the appropriate Heads of Year.
- Record attendance for pupils on educational visits, those engaging with alternative providers, including those on Managed Moves
- Administrate 'Leave of Absence' requests for pupils from parents and carers – including communication with Court Officers, as appropriate, regarding legal proceedings.
- Support the preparation of all documentation relating to legal proceedings arising from persistent absence
- Complete the Local Authority paperwork for FPN related to unauthorised absence.
- Sending text messages home for pupils arriving to school late and those who are absent.
- Make daily rise and shine calls to pupils who are persistently late.

Health & Safety and Facilities Administration

- Support the Office Manager with the logging and reporting of site maintenance issues.
- Maintain records of health and safety checks, ensuring all required documentation is up to date.
- Assist with the organisation of fire drills and emergency evacuation procedures, including updating registers and lists.
- Act as a point of contact for contractors and service providers, ensuring appropriate sign-in and safeguarding procedures are followed.

Marketing and Communications

- Assist in the preparation and distribution of school newsletters, letters home and other communications to parents and carers.
- Update content on the academy website and social media channels, ensuring information is current and accurate.
- Support the organisation of school events, including open evenings and parent consultation evenings, assisting with administrative and promotional materials.

General

- To be aware of and comply with policies and procedures relating to child protection, safeguarding, health and safety, security, confidentiality and data protection, reporting all concerns to an appropriate person as soon as they arise
- Actively promote equal opportunities and support the delivery of services which are accessible and appropriate to the diverse needs of service users.
- To participate in training and other learning activities and the academy's performance management process
- The post holder will be expected to work flexibly and carry out all duties in compliance with the academy policies

Variation in Role

Given the dynamic nature of the role it must be accepted that, as the school's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the post holder.

Support Staff

Our support team pride themselves on their professionalism and effectiveness.

Fulwood Academy has whole school staffing policies. Support staff have the same access to appropriate training courses as teaching staff. All academy personnel policies are equally applicable to support staff and teaching staff. Support staff are encouraged to play a full part in the academy community

Personal qualities for all staff

Fulwood Academy is on a journey of rapid change. Sharing our vision, ambition and achievement for all, is vital. This is supported by a caring atmosphere where discipline and relationships are based on our 3 core values:

- We Care
- We Challenge
- We Commit

To support the academy and to your own success, we expect the following from the whole team:

- a commitment to the protection and safeguarding of children and young people;
- the ability to work as part of a developing team

- the ability to demonstrate a caring attitude to students and colleagues
- appropriate qualifications/or experience to competently carry out your role
- a willingness to pursue professional and personal development

All staff at Fulwood Academy are role models for children and are expected, therefore, to model good behaviour and conduct themselves in a way that is consistent with our expectations of our students.

Performance Management

To participate in the annual Performance Management process, agreeing targets linked to academy development plan, departmental and personal priorities.

Safeguarding Commitment

Fulwood Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All post holders at Fulwood Academy are subject to an Enhanced DBS check following the offer of a post, and any offer is subject to satisfactory checks being obtained.

PERSON SPECIFICATION

Business Support Officer

	Essential	Desirable	Assessed by
Education, Qualifications, Training and Experience	<ul style="list-style-type: none"> GCSE equivalent in Maths and English at grade C or above 	<ul style="list-style-type: none"> First Aid at work certificate or willingness to complete 	Application
Skills and Abilities	<ul style="list-style-type: none"> Excellent verbal and written communication skills Can demonstrate the capacity to work effectively with a range of people at a professional level Excellent working knowledge of Microsoft Office including Outlook, Word & Excel. Able to use IT effectively & efficiently A good role model for the pupils, smart in appearance and punctual. The ability to work flexibly, autonomously and as part of a team Can maintain confidentiality in the working environment Has a knowledge of how schools are organised and managed Experience of maintaining records for health and safety or facilities. Good written communication skills for preparing newsletters and public-facing documents. 	<ul style="list-style-type: none"> Knowledge of the use of SIMS Knowledge of ParentPay Familiarity with premises management systems. Experience of updating websites or social media in a professional capacity. 	Application Interview
Personal Qualities	<ul style="list-style-type: none"> Excellent time management, multi taking and use of own initiative Ability to work under pressure and to tight deadlines whilst maintain a high standard of work. Committed, resilient, keen and enthusiastic Has an excellent record of punctuality, attendance, reliability & integrity Can demonstrate integrity in existing practice and conduct as a professional. 		Application Interview
Other	<ul style="list-style-type: none"> DBS Clearance as part as pre-employment checks Commitment to equal opportunities A willingness to undertake additional training, keep up to date with developments Can show a positive commitment to organisational principles Has good sense of humour and patience. 		