Job Description: Business Support Administrator

Role Title: Business Support Administrator
Reporting to: Admissions and Admin Officer
Start date: ASAP
Contract: Permanent (Term time only)
Salary: Grade 3 (£29,801 - £31,083) (salary will be pro-rated based on the below hours)
Hours: Full time (7:30am-4:30pm) or Part time (8-11am/2-5pm) available/hours to be negotiated

The Role

As a Business Support Administrator, you will provide comprehensive administrative support to the school and act as a central supporting role for staff, students and parents. You will work with other members of the Business Support Team to uphold the vision and ethos of the school at all times, representing the academy in a welcoming, personable, helpful, and professional manner.

You will work across the academy as required, providing excellent administrative and customer services to a variety of stakeholders, establishing and maintaining efficient administrative systems and processes to support the effective running of the school with a focus on operational excellence.

It is essential that the person for this role is organised, able to multitask, work flexibly and have a 'can do' approach. You will require a good level of IT skills.

Key Responsibilities

- Work collaboratively with the admin team to provide comprehensive administrative support for the primary, secondary and sixth form.
- Adopt a business-like office environment, ensuring excellent, consistent administration support and customer service is provided, 'Our Promise' is met, good relationships with staff are promoted, and you are consistently role modelling professional behaviour.
- Attend to all incoming calls and messages in a professional, friendly and efficient manner, using the corporate greeting, ensuring all relevant messages are passed on in a timely manner and dealt with effectively, sensitively, and confidentially, taking the initiative to identify and handle issues that arise on behalf of the leadership team and others.
- Be one of the academy main first aiders, assisting with student welfare and first aid and ensuring accurate and prompt records and reporting, paying due diligence to Health & Safety and academy protocol.
- Support with daily attendance ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school.
- Acknowledge and action all admin requests to a high standard and in a timely manner, prioritising and communicating effectively with relevant colleagues and stakeholders.
- Maintain and distribute stock for the offices, reception areas and reprographics.

Other

- Carry out other reasonable tasks as directed by the Vice Principal – Business and Community and the School Business Manager/PA to the Vice Principal: Business & Community
- Share best practice with the wider team and approach all tasks with a growth mindset.
- Ensure the working environment is to a professional standard e.g. clear desk policy
- Contribute towards the wider academy objectives and improvements.
- Undertake various ad hoc duties, when required, including exam invigilation, playground duties, first aid, cashless till operation, first aid, fire marshal.
- Cater and set up for meetings and events, if and when required.
- Be willing to undertake appropriate training in line with contractual duties.
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings, open morning and evenings, admin evening, academy performances, competitions, summer school, results days etc and be flexible in regards to working hours.
- This job description is subject to change with the agreement of the post holder.

Person Specification: Business Support Administrator

Qualifications

- NVQL3 or equivalent desirable
- Right to work in the UK

Knowledge, Skills and Experience

- School experience is desirable
- Excellent communication skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office and IT systems
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the potential of every pupil
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background
- Operates with a spirit of flexibility and optimism
- Helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Solution focused with a can-do attitude

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined here, but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.