



Job Description: Business Support Officer – Admin

Role Title: Business Support Officer – Admin

Reporting to: Office Manager

Start date: ASAP

Contract: Permanent; Annualised contract - term time (39 weeks) plus 79.4 reserved hours

Salary: Grade 5 (£29,904 - £33,678)

Hours: 7:30am to 4:30pm

The Role

As our Business Support Officer – Student Services, 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 operations team to uphold the vision and ethos of the school at all times, representing the academy in a welcoming, personable, helpful, and professional manner.

As the ‘face’ of the academy at reception and online, you will provide 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 also assist with general day to day admin tasks which therefore require a good level of IT skills.

Key Responsibilities

- Provide and coordinate comprehensive administration support for attendance, admissions, digital devices, behaviour / exclusions, free school meals, cashless payments, biometrics, immunisations, locker keys, post, student photos, front of house, reprographics, first aid & medical, stock and supplies, lost property, SEN, events, and trips as required.
- Develop a strong understanding of all administrative processes across the Academy and develop ongoing efficiencies, including updating and maintaining relevant handbooks, guides, and calendars ensuring effective and consistent guidance and information is delivered.
- 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 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, including liaising with pastoral teams, parents and outside agencies as required.
- Efficiently manage filing and databases, ensuring full compliance with GDPR and in line with our Data Retention Policy, supporting with student database maintenance, analysis and reporting utilising our management information system (MIS) i.e. Bromcom, and other platforms.
- Acknowledge and action all admin requests to a high standard and in a timely manner, prioritising and communicating effectively with relevant colleagues and stakeholders.
- Act as a gatekeeper and brand ambassador to ensure consistency in standards of our house style and in line with our brand guidelines, both internally and externally, and update a wide range of materials and communications ensuring these are produced to an excellent standard.



- Maintain and distribute stationery and stock levels for the offices, reception areas and reprographics, including ensuring relevant forms, information and literature is available in the reception seating area, i.e. times of the Academy day, academy prospectus, newsletters, etc.
- Be enthusiastic and proactive in developing relationships and networking with a range of partners e.g., prospective parents, students, feeder schools, partner and community organisations, colleges, local businesses, and visitors to the school.
- Capture and promote academy successes through social media channels, cataloguing and maintaining the academy digital photo library.
- Manage and monitor Academy's social media platforms daily and website, ensuring compliance.
- Support with the development and implementation of a marketing and communications strategy that primarily focus on student recruitment and improving brand awareness, maximising the use of the Academy's information and communications technology.
- Coordinate and provide extensive support for academy events such as the annual summer fair, parents' evenings, open morning and evenings, admin evening, academy performances, competitions, summer school, results days etc.

Other

- Ensure thorough communication handovers are completed.
- Carry out other reasonable tasks as directed by the academy senior leadership team.
- 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 flexible in working hours to support academy needs.
- 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 Officer – Admin

Qualifications

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

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- School experience is desirable
- Experience of data entry into databases and other IT systems
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- 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.