

Job Description: Business Support Officer – Pastoral & Exclusions

Role Title: Business Support Officer – Pastoral & Exclusions

Reporting to: Executive Assistant

Start date: ASAP

Contract: Permanent

Salary: Grade 5

Hours: Full time/Part time available/hours to be negotiated

The Role

As our Business Support Officer – Pastoral & Exclusions, you will play a critical role in ensuring that the Academy Leadership Team and Pastoral team are able to effectively operate and meet the needs of students more efficiently.

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 academy with a focus on operational excellence. 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.

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

- Oversee the collation and processing of all exclusions and suspensions across the academy.
- Support the Assistant Principals and Deans of Schools in booking parent meetings in.
- Support with daily attendance, ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school.
- Support the co-ordination of attendance meetings with Pastoral Assistant Principals and Deans of School.
- Support the DSL in the maintenance and monitoring of Child Protection databases, including Child protection and Child In Need plans.
- Support the DSL with safeguarding audits.
- Support the DSL with minutes taking in TAF, TAC and other meetings when required.
- Organisation of SPA day, including parent non-attendance follow up.
- Support with planning new student induction into the academy.
- Provide high level support for the Academy Leadership team.

Administration

- Liaise with various stakeholders on behalf of the academy leadership team, including, local authority, Ark network, staff, and students.
- Organise and assist with various meetings, visits, and events, including liaising with various internal and external stakeholders, booking rooms, providing refreshments, preparation of materials and resources, communications, minute taking etc.
- Produce and/or design a wide range of communications and materials in line with our brand guidelines and house style to communicate to a variety of stakeholders, utilising Microsoft packages and other key programmes.
- Maintain and update ALT office notice boards and key internal displays.

- Efficiently manage filing and databases, ensuring full compliance with GDPR and in line with our Data Retention Policy.
- 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 and efficient manner.

Other

- 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 eg first aid, cashless till
- Attend and support out of hours' academy events eg summer fair
- This job description is subject to change with the agreement of the post holder.

Other

- Undertake, and when required, deliver or be part of the appraisal system and relevant training and professional development
- To undertake any other responsibilities as directed by the Executive Principal.

Person Specification: Business Support Officer – Pastoral & Exclusions

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.