**CSS SOUTH**

**Job Title: Business Support Supervisor**

**Job Grade: Scale 6**

**The role:**

To supervise and work as part of a team providing administrative support for one of the areas of provision of CSS South

**Key Accountabilities**

* To supervise the office staff and delegate and monitor their work, including anticipating and planning for termly work
* To work as part of a team providing proactive, efficient and effective secretarial and administrative support to a team of an area of the provision, taking the initiative and acting on their behalf by resolving issues, filtering and screening calls and visitors and making formal appointments and meetings
* To deal with telephone calls, visitors and emails and solve issues wherever possible
* To provide a high quality and efficient word processing service to the team, much of which will be confidential
* Organise and quality check own work
* Prepare correspondence and other documents from notes, instructions, etc.
* Organise meetings and events when necessary
* Prioritise work effectively
* To organise and attend meetings, invite participants, distribute agendas and take minutes
* To organise educational transport when required
* To develop and maintain confidential records and filing, both manual and electronic, to ensure efficient and effective storage and retrieval of material
* To produce reports as and when necessary
* To work with CSS data systems to ensure that student records are up to date
* To liaise with a wide range of people and agencies when necessary
* To order materials and equipment when necessary, using the correct procedures
* To work flexibly and provide cover at other sites when necessary
* To deal with incoming and outgoing mail
* Participate in performance management reviews and take responsibility for own learning, development and training needs
* Ensure that service policies are followed and contribute to the positive ethos
* Attend all relevant meetings and training as required
* Follow all safeguarding and health and safety procedures
* Any other duties as reasonable required

**Knowledge, Skills and Experience**

* Good general education, preferably with Maths and English to C level or equivalent
* Administration qualifications desirable
* Good ICT skills, including word, outlook, powerpoint, and excel
* Experience in an administrative role
* Working knowledge of relevant policies
* Effective time management
* Good communication / interpersonal skills
* Work calmly under pressure
* Be flexible
* Be resilient
* Creative approach to problem solving
* Ability to follow instructions accurately
* Ability to build successful, appropriate relationships
* Ability to use own initiative and work independently
* Ability to maintain confidentiality
* Successful experience in a similar role is desirable
* Successful experience of working as part of a team is desirable
* Being able to drive is desirable

 **Personal Qualities**

* Personal skills of warmth and empathy
* Able to listen and respond appropriately
* Takes specific action to improve team or individual performance
* Agrees standards and intervenes promptly and constructively to tackle inappropriate behaviour or poor performance
* Is tenacious and focused on achieving results, overcoming obstacles
* Contributes above and beyond usual expectations
* Seeks out good practice and uses it to challenge and improve

**This job profile is neither exclusive nor exhaustive and the post holder may be required to carry out other duties as requested by the Senior Leadership team.**