

BUSINESS SUPPORT ASSISTANT JOB DESCRIPTION

Job Title:	Business Support Assistant
Location:	Heybridge Co-operative Academy
Reporting to:	Office Manager
Hours of Work:	25 Hours per week, term time only
Grade / Allowances:	Scale 6 (Pt 12 - 17)
Contract Type	Permanent

MAIN PURPOSE

Undertake administrative work (as directed by the Office Manager) to ensure an efficient and effective administrative service for the school

DUTIES

General Duties

- Answer the phone and handle any queries appropriately.
- Keep a record of pupils and visitors entering and departing the school during the day.
- Ensure security protocols are communicated to and understood by all visitors at the school, e.g. wearing a name badge.
- Understand and follow the Lockdown Policy in an emergency, by securing the doors and windows to the office and reception area.
- Understand the Safeguarding and Child Protection Policy and ensure that its protocols are adhered to.
- Ensure the office area is welcoming and tidy.
- Ensure the School's electronic files are kept up to date, such as ensuring the most recent copies of school policies are available on the shared computer system.
- Complete any photocopying which the office manager, teaching staff or members of the SLT require.
- Act as front of house and communicate with pupils, staff, parents and visitors appropriately.

Parental Communication

- If required, assist in reviewing the attendance registers and telephone the parents of absent pupils to determine why they are not at school.
- For those parents who cannot be contacted, report the pupil's absence to the office manager and follow the school's pupil absence management procedures.
- Telephone parents to collect their child when required, e.g. because the child is ill or there is severe weather.
- Keep up-to-date with school events and its calendar so that questions can be answered quickly and accurately.

- Be a point of contact for parental complaints and, if they cannot be easily resolved, pass these complaints on to the relevant member of staff, e.g. the headteacher.
- Maintain confidentiality when handling potentially sensitive tasks regarding parents and pupils, e.g. when a pupil is sent home due to illness.
- Understand GDPR and ensure that its protocols are adhered to.

Admissions and Leavers

- Be responsible for collecting relevant information for school transfers, such as the education record, where necessary.
- Request records from previous schools, where necessary.
- Ensure the relevant staff are notified about any new pupils to the school during the academic year, e.g. teaching staff.
- Ensure any school forms are received and check that they have been completed satisfactorily, including the provision of emergency contacts.

Administration

- Check whether pupils are eligible for free school meals, e.g. by sending letters home to parents.
- Complete any financial duties, as delegated by the office manager.
- Ensure the confidentiality of any data is maintained, in liaison with the DPO/Office manager.
- Ensure good lines of communication between the reception and the rest of the school by ensuring that the relevant information is communicated to the relevant people.
- Attend any relevant training programmes, such as safeguarding.
- Provide any admin support for extended services offered by the school.
- Manage the school's calendar, as delegated by the office manager.
- Maintain an up-to-date and accurate inventory of stock, and place orders wherever required.
- Employ an effective, thorough and accurate method for checking delivered stock, returning unwanted items, and arranging any repairs or servicing as soon as possible, wherever required.
- Produce a variety of periodic and annual financial statements in a timely manner, as required.
- Produce accurate minutes of meetings and distribute these as necessary, schedule appointments for meetings for all staff members, and organise diaries as requested.



SAFEGUARDING

Keys Co-operative Academy Trust (KCAT) is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Keys Co-operative Academy Trust is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation. The information below provides pre-employment screening guidance for candidates applying to this job at Keys Co-operative Academy Trust.

Pre-Employment Checks appropriate to this Job Profile

- Identity
- Medical Screening
- References
- Qualifications
- Prohibition from Teaching
- Self Disclosure
- Enhanced DBS Check
- DBS Barred List Check
- Keys Co-operative Academy Trust LADO Safeguarding Checks
- Right to work in the UK
- Individuals who have lived outside the UK
- Childcare disqualification check

PERSON SPECIFICATION

Heading	Details	Example
Qualification & Experience	Specific qualifications and experience	Experience of administrative work in a busy school environment Relevant qualification to NVQ Level 3
	Knowledge of relevant policies and procedures	Knowledge of general school policies and procedures
	Literacy	Good reading and writing skills
	Numeracy	Ability to count and undertake calculations
	Technology	Ability to use photocopier Ability to use work processor and basic databases
Communication	Written	Ability to complete forms, write routine letter
	Verbal	Ability to exchange verbal information clearly with sensitively with children and adults
	Languages	Overcome communication barriers with children and adults
	Negotiating	Ability to consult with colleagues
Working with children	Behaviour management	Understand and implement the school's Pupil Behaviour and Welfare Policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Curriculum	Understanding of the learning experience provided by the school in relation to the role
	Child development	Understanding of the way in which children develop in relation to the role
	Health & Wellbeing	Understand the importance of physical and emotional wellbeing Ability to support children who may be unwell
Working with others	Working with partners	Understand the role of others working in and with the school
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families and carers and other adults
	Team Work	Ability to work effectively with other adults in the school Ability to work independently
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	Good organisational skills Ability to work accurately with attention to detail
	Line management	Ability to support the work of others
	Time management	Ability to manage own time effectively
	Creativity	Ability to follow instructions

General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Basic understanding of Health & Safety
	Child Protection	Understand and implement child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Be prepared to develop and learn in the role