



Star

STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

JOB DESCRIPTION

| | | | |
|----------------------------------|--|----------------|-------------------------------------|
| Job Title: | Senior Business Support Officer (Office Manager) | | |
| School Base: | Eden Girls' School, Coventry | | |
| Reports to: | Principal | Scale: | TS7 (SCP 30 – 34) |
| Staff Responsibility for: | As assigned | Salary: | £27,358 - £30,756 |
| | | Term: | Permanent Full Time Full Year |
| Additional: | - | | |

JOB PURPOSE SUMMARY:

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure Islamic environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

JOB PURPOSE:

- Provide administrative support for students, staff and parents to ensure the effective management of the school
- To provide outstanding leadership and management in all aspects of office and ICT administration
- To delegate operational tasks and responsibilities to business support and non-teaching ICT staff which allows effective and timely completion of day to day operations
- To provide administrative support to the Senior Leadership Team, as directed by the Principal.
- Provide administration in liaison with business services, finance personnel, HR personnel, facilities and estates management personnel, catering suppliers and non-teaching ICT staff
- Provide HR support for the School
- Support links with the community, families and local environment.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Relationships

- 1.1. Ensure excellent relationships with students, staff and parents to ensure that an effective service is provided to each of these stakeholders.
- 1.2. To ensure a first class 'front of house' service for all visitors to the school.
- 1.3. To ensure Business Support staff follow school policies relating to visitors and their responsibility in safeguarding children.

- 1.4. Support the Principal, Head of Finance and the Senior Leadership Team to ensure that their responsibilities to the School are effectively undertaken through delegation to the admin team.
- 1.5. Liaise effectively with Star Central to foster working relationships and share good practice within the Star family of schools.
- 1.6. Liaise with ESFA and other stakeholders as may be necessary from time to time to oversee compliance within the school.

2. Management

- 2.1. Implement change as directed in accordance with the School Improvement Plan.
- 2.2. Provide outstanding operational management for all areas of responsibility.
- 2.3. Performance Manage all staff with respect to all areas of responsibility; through regular meetings, setting of appropriate targets for performance, providing support and challenge, and undertaking regular reviews for feedback.
- 2.4. Maintain an up-to-date understanding of relevant educational issues, policies and legislation; and incorporate the implications within the operation of your role.
- 2.5. Support the maintenance and enhancement of the school's ethos and mission through own outstanding professional conduct and high expectations of others.

3. Human Resource Management

- 3.1. Lead the HR function.
- 3.2. Maintain personnel records, including salary assessments, sickness, attendance and holiday records.
- 3.3. Ensure SCR and HR paperwork is up to date as per Star protocols.
- 3.4. Ensure the school's policies are clearly communicated to and followed by all staff in school; providing guidance and support as required.
- 3.5. Support the recruitment, performance management, appraisal and development of all support staff.

4. Management Information System (SIMS)

- 4.1. Support the operation of Management Information Systems to ensure their effective and efficient use across the school.
- 4.2. Manage the collection, collation and distribution of all statistical and statutory returns.
- 4.3. Responsible for SIMS management for the school.
- 4.4. Responsible for Annual Workforce Census.
- 4.5. Responsible for production of class lists, attendance lists, sickness etc.

5. School Administration

- 5.1. Manage the whole school administrative function and administrative staff.
- 5.2. Support the effective marketing of the school; including adherence to the schools agreed branding, the production of the school prospectus and general communication in print and through the website.
- 5.3. Deliver systems and structures for the effective management and administration of all areas of

responsibility that deliver outstanding outcomes.

- 5.4. Ensure the provision of effective office and reception services as the school's main public front.
- 5.5. Keep office areas organised and paperwork and data filed appropriately.
- 5.6. Ensure front line enquiries from staff, students, parents and visitors are dealt with promptly.
- 5.7. Ensure all student records and documents are properly maintained, filed and manually/electronically transferred when students leaves.
- 5.8. Advise parents of grants, school meals, school journey, income support, admissions applications.
- 5.9. Care of sick children and first aid.

6. Governance

- 6.1. Support the Principal and Senior Leadership Team to ensure that effective systems of Governance within the school are adhered to.
- 6.2. Support the Senior Leadership Team in managing the admissions and appeals arrangements.
- 6.3. Provide reprographics support for Governing Body Meetings.

7. Other responsibilities

- 7.1. Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 7.2. Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 7.3. Contribute to the wider life of the Trust and the Star community.
- 7.4. Carry out any such duties as may be reasonably required by the Trust.
- 7.5. Support the Principal and the SLT at whole school staff, parent and community events.
- 7.6. To undertake supervision duties in accordance with the whole school duty rota.

8. Records management

- 8.1. All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.



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PERSON SPECIFICATION

| | | | Assessed by: | |
|--|--|-------------------------|--------------|--------------------|
| No | CATEGORIES | Essential/ Desirable | App Form | Interview/ Task |
| QUALIFICATIONS | | | | |
| 1. | A*-Cs in GCSE English and Maths (or equivalent). | E | ✓ | ✓ |
| 2. | A degree qualification or equivalent. | D | ✓ | |
| 3. | A professional qualification in Business Management, Accountancy, Human Resources and/or Premises Management. | D | ✓ | |
| 4. | Evidence of Continuous Professional Development. | E | ✓ | ✓ |
| 5. | Middle or senior management qualification. | D | ✓ | |
| EXPERIENCE | | | | |
| 6. | Management within an educational setting. | D | ✓ | ✓ |
| 7. | Experience in business operations and Human Resources. | E | ✓ | ✓ |
| 8. | Experience of managing administrative systems and procedures. | D | ✓ | ✓ |
| ABILITIES, SKILLS AND KNOWLEDGE | | | | |
| 9. | Good knowledge of effective ICT administration systems. | E | ✓ | ✓ |
| 10. | Good knowledge of financial procedures and regulations in schools. | D | ✓ | ✓ |
| 11. | A clear understanding of the HR processes and systems. | E | ✓ | ✓ |
| 12. | Ability to communicate verbally with, and write reports for, a range of stakeholders, including Governors and external agencies. | E | ✓ | ✓ |
| 13. | Ability to manage people effectively by conducting regular meetings, setting targets for performance, delegating tasks appropriately, and monitoring the quality of delivery and outcomes. | E | ✓ | ✓ |
| 14. | Sound knowledge of policies regarding premises management, Health and Safety and human resources. | D | ✓ | ✓ |
| 15. | Ability to prioritise conflicting demands and thrive under pressure. | E | ✓ | ✓ |
| 16. | Ability to take a problem solving approach to tasks and develop valid and financially sound solutions. | E | ✓ | ✓ |
| 17. | Ability to be flexible and able to respond to the unexpected in a calm and reassuring manner. | E | ✓ | ✓ |
| 18. | Ability to use computer systems, including word processing | E | ✓ | ✓ |

| | | | Assessed by: | |
|---------------------------|---|-------------------------|--------------|--------------------|
| No | CATEGORIES | Essential/ Desirable | App Form | Interview/ Task |
| | skills to produce tables, spreadsheets and reports. | | | |
| 19. | Ability to use management information systems; and be able to transfer the experience of using one system to another similar system, if needs be. | E | ✓ | ✓ |
| 20. | Ability to build and maintain effective working relationships with a wide variety of people. | E | ✓ | ✓ |
| 21. | Ability to maintain strict confidentiality in all matters. | E | ✓ | ✓ |
| 22. | Willingness to keep up to date on relevant policy and procedures in line with the duties identified in the job description and any other educational / academies' developments. | E | ✓ | ✓ |
| PERSONAL QUALITIES | | | | |
| 23. | Commitment to working flexibly and as needed to ensure the highest professional service for students and staff. | E | ✓ | ✓ |
| 24. | Highly organised, literate and articulate. | E | ✓ | ✓ |
| 25. | A passionate belief in the school's mission statement, including education in a school with a strong faith ethos. | E | ✓ | ✓ |
| 26. | Adaptability to change and embracing of innovation and creativity. | E | ✓ | ✓ |
| 27. | Highest levels of professional and personal integrity. | E | ✓ | ✓ |
| 28. | A commitment to continuous improvement through honest self-evaluation, an acute sense of accountability and a commitment to transparency. | E | ✓ | ✓ |
| 29. | Personal resilience, persistence and perseverance. | E | ✓ | ✓ |
| 30. | Commitment to the pursuit of Continuous Professional Development by oneself and others. | E | ✓ | ✓ |
| 31. | A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'. | E | ✓ | ✓ |
| 32. | A strong commitment to the Trust value of 'Service'. | E | ✓ | ✓ |
| 33. | A strong commitment to the Trust value of 'Teamwork'. | E | ✓ | ✓ |
| 34. | A strong commitment to the Trust value of 'Ambition'. | E | ✓ | ✓ |
| 35. | A strong commitment to the Trust value of 'Respect'. | E | ✓ | ✓ |
| 36. | Commitment to support Star Academies' agenda for safeguarding and equality and diversity. | E | ✓ | ✓ |
| 37. | Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment. | E | ✓ | ✓ |