

	Job Description: Business Support Officer (Student Services)	Scale: Scale 5 Hours/Weeks: 36 hours/40 weeks Updated: September 2016
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Person reports to:	<ul style="list-style-type: none"> • Business Support Team Leader (BSTL)
Person supervises:	<ul style="list-style-type: none"> • None
Purpose of Job:	<ul style="list-style-type: none"> • To provide proactive and prompt support for students including liaison with their families and relevant external agencies. • To undertake the role of Lead First Aider for the school, providing first aid service for students, staff and visitors to the school. • To provide a welcoming and professional service to students, parents/carers and visitors. • To support and assist within the House and Faculty Business Support Team, as required. • To operate the school's cashless catering/biometric system • To assist in parental uptake of Free School Meals for students

MAIN DUTIES AND RESPONSIBILITIES

1. Operational Duties

a) Student Support

- Liaise and meet with parents / carers as necessary to support students.
- Maintain a high degree of professionalism, confidentiality, politeness, tact, sensitivity and awareness in relation to all duties undertaken.
- Maintain a strict level of confidentiality and discretion, liaising closely with the Child Protection Officer and pastoral teams, as necessary.
- Deal with parental enquiries in a helpful and accurate manner, offering guidance or signposting to other school teams, as appropriate.
- Operate the school's tannoy system, as directed, delivering clear, accurate and polite messages.
- Maintain a database of students who have been issued with mobility passes, enabling them to use the lifts. Ensure that the passes are de-activated if no longer required.
- Assist the Design, Display and Resources team with creating staff ID badges and passes for students to use lifts, including taking the photos required.
- Oversee Free School Meals entitlements for students, liaising with the local authority in relation to weekly Free School Meals reports and updating the SIMS database in a timely manner.
- Assist parents/carers in completing and submitting applications to the local authority for Free School Meals.
- Liaise with outside agencies as necessary, e.g. emergency services, local authority and health services.

- Assist health agencies (i.e. school nurse) with co-ordinating student vaccinations and medical checks. Liaise with the Deputy Headteacher (Inclusion and Pastoral), House teams and pastoral managers to ensure that vaccinations are arranged and delivered in an orderly manner with minimal disruption to the school day.
- Under the direction of the School Business Manager and BSTL collate and report on relevant data required for internal and external reports and returns, and the School Census.
- Operate a variety of computer software systems and packages proficiently, including SIMS, Word, Excel, the cashless catering package and other software packages to carry out duties, undertaking relevant training as required.
- Oversee the student reception scheme by involving selected students in as many appropriate tasks as possible. Coach and support students to meet and accompany visitors. Provide feedback to House teams.
- Oversee the student locker system, accurately recording deposits and supplying receipts to students. Manage the key system for the lockers and advise the Facilities and Contracts Manager of any key loss, damage or maintenance issues.
- Accurately handle, record and pass to the finance department all cash and cheques paid in by students, following the school's Finance Policy and Procedures.
- Manage lost property, making arrangements for removal of long standing uncollected items, as directed by BSTL.
- Securely store confiscated mobile phones, and keep an accurate record. Oversee collection of confiscated items by parents/carers following school procedures.

b) First Aid and Fire Evacuation

- Act as the lead identified first aider in school. (Other support and teaching staff will also maintain relevant first aid qualifications and responsibilities).
- Provide immediate first aid to casualties with common injuries, illnesses and accidents arising from hazards at school.
- Provide support, advice and assistance to other first aiders and appointed persons in the school, as required.
- When required, ensure that an ambulance or other professional medical help is called.
- Assist with any student welfare issues, either directly or in conjunction with House teams, the Child Protection officer or the Learning Support Department.
- Maintain statutory first aid, student injury/illness records on the central database and complete written reports as required (following HSE and Riddor guidelines). Advise the School Business Manager of all incidents that require reporting to the local authority, promptly.
- Order stocks of first aid supplies and distribute them to faculties and House offices as required.
- Liaise with the AHT (Inclusion) and/or Head of SEN to gain a clear understanding of the information contained in student Individual Care Plans and that it is clearly communicated to others, as required. Liaise with them regularly to understand arrangements to support students with on-going medical conditions or disabilities in school e.g. diabetics/ mobility/hearing disabilities etc.
- Liaise with the School Business Manager to understand arrangements to support staff with on-going medical conditions or disabilities in school e.g. diabetics/ mobility/hearing disabilities etc., as required.
- Keep up-to-date with first aid legislation, techniques and guidance.
- Liaise sensitively with parents/carers about medical issues and first aid incidents involving their children.

- Update student files in relation to medical concerns, including correspondence and other pertinent information.
- Assist the School Business Manager to analyse accident patterns in school and how they can be reduced.
- Be fully conversant with the school's fire evacuation procedure and carry out procedures proficiently for drills and actual evacuations in your designated area, or other area if you are unable to get to your location, carrying out a sweep of the area following the procedure to ensure staff and students leave the premises immediately and in an orderly manner.
- Undertake any required fire warden or first aid training, including refresher courses.

c) Faculty, House and Front-of-House Business Support

- Open, sort and distribute incoming post and prepare outgoing post for collection by Royal Mail.
- Operate the online Royal Mail Printed Postage Impressions (PPI) service, ordering pre-printed postage for use by the Front of House team. Reconcile invoices to postage ordered.
- Monitor stocks of stationery and other supplies and place orders for Student Services and Front of House services, following the school's Financial Policy and Procedures, ensuring that purchases are cost effective and value for money.
- Meet weekly with the BSTL to review work plans, upcoming events and other activities so that levels of business support can be agreed and monitored.
- Cover and support the reception duties of Business Support Officers (Front of House), as directed by the BSTL.
- Provide support and assistance to the Faculty and House Business Support Team, as directed by the BSTL, including assisting with whole school and/or House mail outs.
- Attend Business Support Team meetings to receive updates and guidance on systems, responsibilities and processes, with the aim of ensuring consistent approaches across the school.
- Assist with planning and organising school events, meetings and other activities, including parents' evenings and commendation events, as directed by BSTL.

2. Data Protection

- Be aware of your responsibilities under the Data Protection Act whilst carrying out your duties, seeking guidance and clarification from management, as required.

3. Additional duties

- Work within the framework of the school ethos, adhering to the Code of Conduct for staff at all times.
- Maintain high standards of professional behaviour and presentation.
- Any other duties commensurate with the grade which may be required from time to time.
- All staff are expected to take part in necessary training and staff development.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment within the London Borough of Newham. All employees are expected to understand and promote equality and diversity in the course of their work.

SAFEGUARDING CHILDREN

London Borough of Newham – Lister Community School

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and uphold all relevant procedures.



Person Specification and Selection Criteria

Scale 5

Business Support Officer – Student Services

Updated September 2016

Essential	Essential/Desirable	How the selection criteria will be assessed
Qualifications		
Educated to GCSE or equivalent level, including at least a C grade in English and Maths	E	Application Form
Relevant IT software package qualifications / certification	D	Application Form
Recent secretarial, project management, other relevant training qualification/certification	D	Application Form
First Aid at Work Certificate	D	Application Form
Educated to Degree level	D	Application Form
Professional Experience, Knowledge and Understanding		
Experience of working as a PA or Secretary for a senior manager in a similar environment	D	Application Form, Interview
Working knowledge of legislation relating to school attendance and admissions	D	Application Form, Interview
Experience of working as an administrative officer, attendance officer or similar role, performing a variety of administrative tasks	E	Application Form, Interview, Test
Willingness to participate in further training and development opportunities offered by the school	E	Application Form, Interview
Experience of minute taking	D	Application Form
Experience of planning and coordinating meetings in line with diary management in a time pressured environment	D	Application Form
Experience of using Microsoft Office and/or Google to produce a range of professional documents	E	Application Form, Interview, Test
Abilities and Skills		
Ability to engage constructively with and relate to a wide range of young people and their families with diverse social and ethnic backgrounds	D	Application Form
Good IT skills, particularly in MS Word, Excel and/or Google	E	Application Form, Interview, Test
SIMS or other management information system skills	D	Application Form
Organisation and administrative skills	E	Application Form, Interview, Test
Good verbal and written communication skills, including telephone manner, tact, diplomacy and confidentiality.	E	Application Form, Interview, Test
Good interpersonal skills	E	Application Form, Interview
Ability to liaise confidently with external agencies to reach the best outcome for students	E	Application Form, Interview
Ability to work under pressure and meet deadlines whilst still being polite and reasonable	E	Application Form, Interview
Ability to maintain effective working relationships with students, parents/carers, colleagues and other stakeholders in the school community	E	Application Form, Interview
Ability to plan time effectively and to organise oneself efficiently (self-manage)	E	Application Form, Interview
Ability to work as part of a team	E	Application Form, Interview
Ability to demonstrate initiative	E	Application Form, Interview
Personal Qualities		
A commitment to working in a busy school environment	E	Application Form, Interview
Flexible, motivated and committed to high standards of working	E	Application Form, Interview

Good attendance and punctuality	E	Application Form, Interview
Energy and enthusiasm	E	Application Form, Interview
Adaptability to changing circumstances and new ideas	E	Application Form, Interview
Professional approach to working	E	Application Form, Interview
Resilient and determined to achieve goals	E	Application Form, Interview
Committed to the ethos of the school	E	Application Form, Interview
Willingness to be flexible and take on additional duties as and when required	E	Application Form, Interview
Equal Opportunities Awareness		
A commitment to equal opportunities, awareness of diversity issues and working in a positive and non-discriminatory way	E	Application Form, Interview
A commitment to working in a multi-cultural environment and with students from diverse backgrounds and abilities	E	Application Form, Interview
A commitment to working in a flexible and collaborative manner with all members of the school community	E	Application Form, Interview
Child Protection and Safeguarding Awareness		
An understanding of child protection and safeguarding matters	E	Application Form, Interview
A commitment to safeguarding and promoting the welfare of young people	E	Application Form, Interview