

	Job Description: Business Support Officer (House Support)	Scale: Scale 6 Hours/Weeks: 36 hours/39 weeks Updated: September 2016
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Person reports to:	<ul style="list-style-type: none"> • Business Support Team Leader • Head of House • Head of Faculty • Attendance and Admissions Officer
Person supervises:	<ul style="list-style-type: none"> • none
Purpose of Job:	<ul style="list-style-type: none"> • To provide comprehensive, organised and professional administrative support to the allocated Head of Faculty and Head of House, enabling the efficient running of the school, and assisting them in managing effectively the varied demands on their time. • To provide a welcoming and professional service to students and parents/carers. • To provide efficient and responsive day-to-day administrative support in the House Office. • To support the application of attendance, punctuality, behaviour and other pertinent procedures and processes in an efficient, timely and consistent manner. • To provide cover and support for Business Support Officers (House Support), as required. • To support and assist within the House and Faculty Business Support Team, as required.

MAIN DUTIES AND RESPONSIBILITIES

1. Operational Duties

a) Admissions

- Enter student data for Year 7 admissions allocated to the House onto the SIMS database.
- Investigate and confirm leavers to other schools and provide evidence to Attendance and Admissions Officer, so that the student can be taken off roll. Pass student file to Attendance and Admissions Officer for transfer to new school.
- Prepare student files and enter student data for mid-phase pupil starters, as advised by Attendance and Admissions Officer.
- Arrange and participate in mid phase admission interviews for students.

b) Attendance

- Update the attendance tracking database daily with accurate information and ensure that the Head of House and Attendance and Admissions Officer are aware of all attendance issues and concerns.
- Ensure the Child Protection team has been advised of absences by vulnerable students immediately and arrange a first day home visit with the Attendance and Admissions Officer, if you are unable to make contact with the parent/carers.

- Meet with the Attendance and Admissions Officer at least bi-weekly to discuss and agree actions/interventions for students with 93% or less attendance.
- Following school procedures, prepare and send appropriate communications to parents/carers, informing them of any concerns, improvements or rewards.
- Carry out home visits as directed, following agreed protocol for lone working.
- Prepare and submit penalty notice requests and breach letters to the Attendance and Admissions Officer, as directed.
- Deal with calls, visits and enquiries from parents/carers and other agencies regarding attendance, seeking advice and guidance from the Attendance and Admissions Officer or AHT (Attendance Lead), as required.
- Take part in any training and induction sessions regarding attendance and admissions procedures.
- Register ill or late students onto SIMS and carry out the school's procedures for punctuality sanctions and absences.
- Arrange parent interviews in accordance with School Attendance Policy to provide support to parents/carers and encourage good attendance.
- Attend regular attendance review meetings with the House Pastoral Manager, the Attendance and Admissions Officer and the AHT – Inclusion.
- Seek advice and assistance from the local authority Attendance Management Service (AMS), as required, and refer families that fail to engage to the AMS following current procedures.
- Work closely with AMS Officers to prepare and produce necessary documentation for referrals to local authority School Attendance Consultative Group (SACG) meetings or to magistrates court. Represent the school at SACG meetings or court, where required.
- To arrange detentions, following school procedures and follow up on missed detentions.
- Monitor the taking of registers through the school day and alert teachers who have failed to take their registers.

c) First Aid and Fire Evacuation

- Ensure that all tutor group registers are printed every morning, by 9:30 am and delivered to the school reception. Pursue tutors who have not completed their registers. **These registers will be used in the event of an evacuation and so it is important that this is done daily and in time.**
- 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.
- Carry out basic first aid duties, seeking advice and assistance from the Business Support Officer (Student Services) who is the first aid lead for the school, 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.
- Undertake any required fire warden or first aid training.

d) Behaviour Management

- Liaise with the Pastoral Manager and Head of House to support the effective operation of the school's Behaviour Policy and systems.
- Organise and attend re-admission interviews for excluded students.
- Log fixed term and permanent exclusions on SIMS and update, as directed.

e) Faculty and House Business Support

- Maintain a high degree of professionalism, confidentiality, politeness, tact, sensitivity and awareness in relation to all duties undertaken.

- 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.
- Assist parents/carers in completing applications to the local authority for free school meals.
- Be the first point of contact for parents/carers enquiries providing a same day response.
- Provide support to the Head of House and Head of Faculty, assisting with filing, minute taking and other administrative duties, as directed.
- 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 mailouts.
- Cover and support the duties of other Business Support Officers (House Support), as directed by the BSTL or Attendance and Admissions Officer.
- Monitor stocks of stationery and other supplies and place orders for the House office, following the school's Financial Policy and Procedures, ensuring that purchases are cost effective and value for money.
- Assist with planning and organising house events, meetings and other activities, including parents' evenings and commendation events, ensuring that resources are in place (e.g. equipment, refreshments) and administration is carried out so that the event is successfully delivered.
- Attend Parents' Evenings in order to provide administrative support (using disaggregated work hours)
- Carry out periodical student file review sessions as required, to ensure files are up-to-date and relevant information has been uploaded accurately to SIMS (using disaggregated work hours).
- Liaise with outside agencies as necessary, e.g. police, social services.
- Accurately handle, record and pass to the finance department small sums of cash and cheques paid in by students for school trips or text books, following the school's Finance Policy and Procedures.
- Maintain House displays, especially those that focus on attendance and House events.
- Attend BSO (House Support) team meetings, House meetings and Business Support Team meetings to receive updates and guidance on systems, responsibilities and processes, with the aim of ensuring consistent approaches across the school.
- Operate a variety of computer software systems and packages including SIMS student database, word, excel, Parent Call and other software packages as appropriate.

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

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 6

Business Support Officer – House Support

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
Experience of working as an administrative officer, attendance officer or similar role, performing a variety of administrative tasks	E	Application Form, Interview, Test
Working knowledge of legislation relating to school attendance and admissions	D	Application Form, Interview
Willingness to participate in further training and development opportunities offered by the school	E	Application Form, Interview
Experience of minute taking	E	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
Proficient in IT with particular skills in MS Word, Excel and/or Google	E	Application Form, Interview, Test
Proficient user of SIMS or other MIS	D	Application Form
Significant organisation and administrative skills	E	Application Form, Interview, Test
Excellent verbal and written communication skills, including telephone manner, tact, diplomacy and confidentiality.	E	Application Form, Interview, Test
Excellent interpersonal skills and solution focussed approach to professional relationships	E	Application Form, Interview
Ability to consult and negotiate with external agencies to reach the best outcome for the school	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