

KIRKLEES COUNCIL

SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT

JOB TITLE: BUSINESS SUPPORT ASSISTANT

GRADE: 4

1 PURPOSE OF JOB

Schools/Colleges are providers of education, and extended learning services, all of which benefit pupils, parents, and the local community. The school/college is a diverse employer that encourages the development of its staff who in turn deliver quality services to the pupils and parents whose expectations are constantly rising both in terms of better services and access to them. Employees feel that they are contributing to the local community and making a difference to people's lives whilst working in a dynamic, fair and flexible environment.

This job is part of the generic Business Support job family which plays a key role in supporting schools to deliver high quality services.

In your role you will be part of a team within the school/college. In this entry level job you will have a thorough induction to familiarise yourself with the school as well as your specific role. You will then receive regular supervision to support your development in both your current role and your future career. You will be expected to work towards RSA II, a level 2 NVQ qualification (or equivalent) or gain an equivalent level of work related experience.

There are a variety of administrative, financial and business support duties that may form part of your job it will be expected that you deal with information which may be sensitive or confidential.

You will be expected to carry out your duties in line with the School's/Local Authority's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract of employment, induction, ongoing performance management and development and through School communications.

The Business Support Assistant role is generic across School's, however if there are any aspects of the role that are specific to the school these will be included in the attached context sheet/s.

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1. Key Areas

KIRKLEES COUNCIL

J O B D E S C R I P T I O N

- To assist in the provision of an effective, flexible and responsive administrative/business support service which is provided to the Headteacher/Leadership Team. This may involve assisting with the reprographic requirements within the school and associated duties.
- To assist in responding and resolving routine telephone and visitor enquiries appropriately – this may involve signposting to other staff.
- To provide a friendly and professional reception service to all visitors and callers.
- To ensure meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately. Accurate and timely documents are produced as required by the Headteacher/Leadership Team.

2. **Systems & Equipment**

- To ensure all office equipment is used proficiently, taking into account any health and safety requirements, copyright legislation, and effective stock management are maintained.
- To assist with developing and maintaining accessible filing systems to support the work of the Headteacher/Leadership Team.

3. **General**

The above list is not exclusive or exhaustive, and the school may require the job holder to undertake duties commensurate with the level of the role.

As part of your wider duties and responsibilities you are required to promote and actively support the Schools and Local Authority's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

Please click [here](#) to read our safeguarding policy.

Alternatively go to:

<https://jobs.kirklees.gov.uk/GenText.aspx?page=page1>

Carry out your duties with due regard to current and future School's/Local Authority's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School's communications.

RESPONSIBLE TO: (School to indicate)

KIRKLEES COUNCIL

RESPONSIBLE FOR: (None)

JD Reference No	SS/BSO4
JD Prepared / Amended	OCT 2009
Refers to Estab(s)	

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EMPLOYEE SPECIFICATION

SECTION: All Schools Model

JOB TITLE: Business Support Assistant (4)

GRADE: 4

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1	Experience of word processing or administrative work, including reception duties	Application Form / Selection Process	A
		1.2	Experience of working with computer packages e.g. Microsoft Word, Excel, Access and Email.		
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1	Numeracy and literacy skills in order to produce routine documentation and basic calculations.	Application Form / Selection Process	A
		2.2	Business & Administration NVQ 2, or equivalent qualification or able to demonstrate equivalent skills		
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1	Understanding of the basic principles of customer care and providing an effective service.	Application Form/ Selection Process	A
		3.2	Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post		
4.	SKILLS AND ABILITIES	4.1	Literacy skills to produce routine word processing, including the use of email and taking notes at meetings.	Application Form/ Selection Process	A
		4.2	Numeracy skills to produce basic calculations and deal with, for example petty cash.		
		4.3	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		
		4.4	Ability to produce work to strict deadlines whilst maintaining accuracy.		

		4.5	Able to provide an excellent customer service and deal with enquires appropriately.		
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to undertake continued training and development	Selection Process	A
		5.2	Willingness to undertake an enhanced Disclosure and Barring Service check. Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.	Application Form/ Selection Process	

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.

ES Prepared/Amended	JAN 2015
Refers to Estab(s)	Schools
Ref	BS04