

KIRKLEES COUNCIL

SECTION: ALL SCHOOL MODEL – BUSINESS SUPPORT

JOB TITLE: ADVANCED BUSINESS SUPPORT OFFICER 7

GRADE: 7, (SCP 23-25)

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 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. At grade 7 you will support the delivery of an efficient administrative function in line with schools policies and procedures. The post is an ideal opportunity for an experienced administrator who possesses effective IT skills. You will carry out a range of complex or sensitive/confidential administrative and technical duties in addition to some supervisory duties.

Good interpersonal skills are important for this job as you will be required to build and maintain effective working relationships with a wide range of people in order to obtain information, set up meetings and carry out administrative work.

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 through School communications.

The Advanced Business Support Officer 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 context sheet/s.

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1. Key Areas

- To provide an efficient and responsive administrative/business support service which meets the needs of the Headteacher/Leadership Team and related priorities.
- To ensure meetings and events are planned and prepared for in a timely manner and are serviced effectively and recorded appropriately and accurately.
- To contribute to the delivery and improvement of the business support team through supervisory duties, for example, the support and training of other employees.
- To ensure quality and customer care standards are maintained and developed within the business support function.
- To supervise and provide support to other staff within the business support team including the developing of training plans.

2. Systems & Equipment Management

- Responsible for the development, implementation, maintenance and monitoring of a range of systems and equipment. This may involve working with other departments and external agencies in order to gather relevant information and support implementation.
- To ensure the effective management of stock including assisting and training of other employees in the use of equipment and systems.

3. Management Information

- Responsible for the development and provision of timely and accurate management information, contributing to the development of an effective, flexible and responsive business support service.
- To ensure research data is provided to support the Headteacher/Leadership Team this may include the preparation of management information reports through the use of information systems.

4. 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.

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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**

RESPONSIBLE FOR: **School to indicate**

JD Reference No	SS/BS07
JD Prepared / Amended	OCT 2009
Refers to Estab(s)	

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EMPLOYEE SPECIFICATION

DIRECTORATE: All Schools Model

JOB TITLE: Advanced Business Support Officer (7)

GRADE: 7

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1 1.2 1.3	Proven experience of administrative and business support duties. Experience of working with <i>computer packages e.g. Microsoft Word, Excel and Access, Publisher, PowerPoint.</i> Supervisory experience to include staff performance, development and training.	Application Form / Selection Process	A A A
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1 2.2	Numeracy and literacy skills in order to produce complex and specialist documentation and statistical information. Business & Administration NVQ 3, or equivalent qualification or able to demonstrate equivalent skills.		A A
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1 3.2 3.3 3.4	Knowledge and understanding of a variety of software packages (e.g Word, Excel, Access, Publisher, PowerPoint, & Web design) and how these are used to design and produce documents in a business environment. Understanding of the basic principles of customer care and providing an effective service. Understanding of Integris Appreciation of the need to maintain strictest confidentiality about matters concerning school and how this relates to the duties of the post	Application Form/ Selection Process	A A A A

4.	SKILLS AND ABILITIES	4.1	Literacy skills to produce a range of complex and specialist administrative support, including letters, management reports and promotional literature.	Application Form/ Selection Process	A
		4.2	Numeracy skills to be able to produce complex statistical information including, the collation and accounting for cash.		B
		4.3	Ability to manage and lead a team of staff and monitor their performance and provide appropriate support and training.		A
		4.4	Ability to deal with sensitive and confidential information and respond positively to the demands of a varied workload.		A
		4.5	Ability to carry out research, analyse and present information in support of projects.		B
		4.6	Effective communication skills to be able to monitor and solve problems from customers and provide detailed advice.		A
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to undertake continued training and development	Selection Process	A
		5.2	Experience of working in a school		A
		5.3	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	A

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	BS07