

	Job Description: Business Support Team Leader	Scale: PO3 Hours/Weeks: 36 hours/43 weeks Updated: September 2016
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Person reports to:	<ul style="list-style-type: none"> School Business Manager (SBM)
Person supervises:	<ul style="list-style-type: none"> Head's PA Business Support Officers x 9 Business Support Assistants x 3 Design, Display and Resources Officer Design, Display and Resources Assistant Attendance and Admissions Officer
Purpose of Job:	<ul style="list-style-type: none"> To manage the delivery of organised, comprehensive and efficient administrative systems support to the whole school (faculties, houses, leadership team, governors, students, parents/carers and visitors). To oversee the efficient day-to-day management of the school office and reception service. To oversee the efficient day-to-day management of the Design, Display and Resources service (incorporating reprographics) To oversee the efficient day-to-day management of online and information systems. To personally provide direct support to Academic Board members To develop and manage effective systems for communicating with parents/carers. To carry out regular supervision and monitoring of performance of support staff in the Business Support Team. To contribute to the continuous improvement of procedures and process and identification of potential efficiencies.

MAIN DUTIES AND RESPONSIBILITIES

1. Strategic Development

- To support the strategic development of the school by:
 - Promoting the vision and ethos of the school through the delivery of business support services.
 - Assisting the SBM and Leadership in the implementation of school policies, procedures and initiatives.
 - Working closely with the SBM to ensure day to day support functions run smoothly.

2. Operational Duties

a) Leadership, House and Faculty Support Services (whole team)

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

- Work closely with the SBM to define, agree and deliver efficient and effective business support services.
- Work closely with the SBM to develop and maintain efficient and effective administration systems and work processes, including logical systems for record keeping, for use throughout the school.
- Negotiate and agree the level of business support to be provided with Leadership team, Heads of Faculty and Heads of House to meet operational needs within the resources available.
- Manage fluctuations in demand within the resources available including responding to emergencies. This will require managing and resolving conflicting needs of leadership team, faculties, Houses and whole school administrative needs (e.g. mail outs).
- Personally and through business support team members deliver targets set down in service and team plans agreed with the SBM.
- Personally provide administrative support to the Lower School and Scholars Programme Leadership Team members, Music, Drama and PE Heads of Faculty
- Resolve service delivery issues swiftly, using available resources.
- Monitor and improve customer satisfaction levels for the business support service.
- Contribute to reviews to ensure that the service continues to be efficient and effective and takes into account changing service levels, school priorities and initiatives, policy changes and technological developments.
- Be responsible for arranging/sending out whole school text messages, as requested by Leadership team members.
- Build positive relationships with other staff and colleagues.
- Inform the SBM of any changes in the operational environment including satisfaction issues.
- Report on the provision of business support services including performance against targets and recommendations for improvement.
- Co-ordinate arrangements for hospitality, ensuring that Faculty and Business Support staff have ordered appropriate provisions for events/meetings (whether in-house or external provider) in a timely manner and that value for money and minimal waste is achieved at all times.
- Be responsible for ensuring the reception and front of house services are a welcoming, positive and responsive point of first contact for parents and visitors.
- Arrange ad-hoc sessional staff, as required, for educational visits, swimming lessons and other school events.
- Co-ordinate arrangements for interpreting/translation services for school events (e.g. Parents' Evening) as required.
- Ensure the Faculty and House Business Support Team communicates effectively and in a timely and appropriate manner with parent/carers using a variety of resources.
- Co-ordinate all matters relating to governors, ensuring that the Head's PA is properly directed in terms of communications to governors, covering committee meetings etc. Be first point of contact for the local authority Governor Support Service.
- Develop and update the Lister Staff Directory and Staff Handbook, as directed by the SBM.
- Liaise with the Designated Child Protection Officer to ensure that safeguarding and child protection procedures are being consistently followed across the Faculty and House Business Support Team.

b) Design, Display and Resources (specific)

- Provide and oversee an efficient and cost effective reprographics service for the school

- Oversee the management and upkeep of displays and display boards around the school as required by faculties and Leadership.
- Implement and oversee a whole school document and poster design service using the latest digital technologies.
- Work with the SBM and the Assistant Headteacher for Extended Services to develop strategies for raising the visibility of the school by developing and carrying out an effective marketing and communications plan.
- Research effectiveness of marketing and publicity media used and provide statistical analysis to Leadership.
- Work with the SBM and the Assistant Headteacher for Extended Services to ensure approved school branding and formatting is utilised throughout the business support function.

c) Attendance and Admissions (specific)

- Oversee all aspects of school admissions and attendance, managing the Admissions and Attendance Officer to ensure smooth transition for all pupils and supervising the analysis and production of pupil attendance data, ultimately working to improve overall school attendance.

d) Website, Social Media and Information Systems (specific)

- Work closely with the Website and Management Information Systems Manager to ensure that:
 - All areas of business support use the school's information systems efficiently and effectively to enhance the quality of support services provided;
 - Communications with parents/carers are produced in a timely manner and of good quality and accuracy, using the school's information systems;
 - The school can take advantage of advances in information technology to provide a responsive whole school service.
 - Events are properly publicised internally and externally.

3. Managing Staff and Resources

- Be responsible for the management and development of business support staff, ensuring that they are clear about what is expected of them, and that they are kept informed about their performance through appropriate supervision arrangements and appraisal.
- Improve the performance of staff in the team by maintaining regular communication and providing appropriate support and guidance.
- Contribute to the recruitment and induction of new staff in the business support team.
- Arrange and be actively involved in one-to-one and/or group training sessions to ensure engagement and commitment to new ways of working and expectations, and adherence to agreed standards for tasks and targets.
- Identify and inform the SBM of skills needed within the team to support new ways of working.
- Promote a strong customer focus and professional culture within the service and the organisation as a whole.

4. Data Protection

- Ensure that the business support team is aware of its responsibilities under the Data Protection Act whilst carrying out their duties.

5. 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	P03
Business Support Team Leader		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 Chartered Management Institute or NVQ Level 3 or other relevant business/management qualification.	E	Application Form	
Degree or equivalent qualification	D	Application Form	
Professional Experience, Knowledge and Understanding			
Proven track record of successfully leading and managing teams, including their professional development and performance management	E	Application Form, Interview	
Experience in a similar role for at least 3 years	E	Application Form	
Experience of managing budgets	D	Application Form, Interview	
Experience of initiating, planning and delivering successful change	D	Application Form, Interview	
Experience of work as a bursar or SBM	D	Application Form, Interview	
Experience of using reprographics equipment to provide a variety of documents (e.g. booklets, leaflets)	E	Application Form	
General knowledge of IT systems in a working environment (software, hardware and networks)	E	Application Form	
Knowledge and understanding relevant legislation (e.g. employment, health and safety, equal opportunities)	E	Application Form, Interview	
Knowledge and experience of customer relationship building	E	Application Form, Interview	
Business/support planning and developing procedures and processes	E	Application Form, Interview	
Abilities and Skills			
Analytical skills and the ability to summarise findings verbally and written	E	Application Form, Interview, Test	
Ability to maintain effective working relationships with students, parents/carers, colleagues and other stakeholders in the school community	E	Application Form, Interview	
Independently able to propose solutions to problems	E	Application Form	
Ability to devolve responsibilities, delegate tasks and monitor outcomes	E	Application Form, Interview	
Excellent organisational, planning and proven administrative skills and abilities	E	Application Form, Interview, Test	
Fluent IT skills	E	Application Form, Interview, Test	
Well-developed interpersonal skills, working with individuals and in teams	E	Application Form, Interview	
Able to negotiate, consult and make effective decisions	E	Application Form, Interview	
High level of communication skills, verbal and written	E	Application Form, Interview, Test	
Ability to work under pressure, meet conflicting deadlines and maintain a sense of calm amongst teams and oneself	E	Application Form, Interview	
Ability to resolve disputes and conflicts	D	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
Resilience, 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
Willingness to participate in further training and development opportunities offered by the school	E	Application Form, Interview
Possess integrity, honesty, perceptiveness and a commitment to fairness	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		
Knowledge and understanding of child protection and safeguarding legislation	E	Application Form, Interview, Test
A commitment to safeguarding and promoting the welfare of young people	E	Application Form, Interview