



Star

STAR ACADEMIES

Nurturing Today's Young People, Inspiring Tomorrow's Leaders

APPRENTICE BUSINESS SUPPORT OFFICER

JOB DESCRIPTION

JOB PURPOSE

To provide administrative support for all aspects of business services, including general day to day tasks, reception, Human Resources, Finance, Health and Safety and events co-ordination.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1 Relationships and Communication

- 1.1 Reception duties including meeting and greeting visitors, dealing with telephone queries, recording and forwarding of messages.
- 1.2 Booking in and out of pupils who arrive late or leave school early through the Inventory system.
- 1.3 Booking in and out of visitors to the school and confirming their identity using the Inventory system.
- 1.4 Promotion of a professional and courteous service which is consistent with the Trust's ethos.
- 1.5 Liaise with other office staff.

2 Administration

- 2.1 Ensure administrative support in relation to day-to-day processes such as incoming and outgoing post, filing, archiving, binding and other general clerical and administrative duties is conducted in a timely manner.
- 2.2 Provide a responsive and effective service for the school.
- 2.3 Maintain manual and computerised records using Management Information Systems as required.
- 2.4 Conduct documentation creation, editing, formatting and presentation using Microsoft Office and the Star and school templates.
- 2.5 Ensure student information is up to date on BROMCOM.
- 2.6 Utilise administrative equipment such as the franking machine, photocopier and laminator as required.

3 Facilities and Estate Management

- 3.1 Be aware of and comply with policies and procedures relating to health and safety, security and reporting all concerns in accordance with school procedures.
- 3.2 Support the safe environment for the stakeholders of the school to provide a secure environment consistent with the ethos of the school and its safeguarding commitments.

- 3.3 Note all works requests into the Site Supervisor Works Request Book and inform Site Supervisor of new works requests on a regular basis.

4 Reprographics

- 4.1 Process reprographic requests in line with school policy.
- 4.2 Operate the reprographic printing machines.
- 4.3 Ensure that there are sufficient resources to conduct the reprographics function within the school.

5 Other Responsibilities

- 5.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders.
- 5.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.3 Contribute to the wider life of the Trust and the Star community. ☐
- 5.4 Carry out any such duties as may be reasonably required by the Principal.

6 Records Management

- 6.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.



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PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
QUALIFICATIONS				
1.	Have achieved a minimum of Maths and English GCSE A-C/4 or equivalent, if not already achieved the ability to work towards achieving Functional skills at level 2.	E	✓	✓
EXPERIENCE				
2.	Experience of administrative work.	D	✓	✓
3.	Experience of providing good customer service.	D	✓	✓
4.	Experience of using ITC.	E	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
5.	Ability to deliver good customer service.	E	✓	✓
6.	Ability to work as part of a team.	E	✓	✓
7.	Good communication skills (oral and written).	E	✓	✓
8.	Time management skills.	E	✓	✓
9.	Organisation skills.	E	✓	✓
10.	Knowledge of the concept of confidentiality.	E	✓	✓
11.	Administrative skills.	D	✓	✓
12.	Flexible attitude to work.	E	✓	✓
13.	Commitment to apply themselves to the apprenticeship with commitment and diligence.	E	✓	✓
14.	Commitment to sustaining good attendance at work.	E	✓	✓
15.	Commitment to safeguarding and protecting the welfare of children and young people.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
PERSONAL QUALITIES				
16.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
17.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
18.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
19.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
20.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
21.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
22.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓