



Star

STAR ACADEMIES

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

BUSINESS SUPPORT OFFICER – SEND AND PASTORAL SUPPORT

JOB DESCRIPTION

JOB PURPOSE

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

JOB SUMMARY

1. Provide administrative support to SEND.
2. Support the effective running of the Love to Learn Centre.
3. Provide pastoral and administrative support to Year teams.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1 SEND and Pastoral Administration / Support

- 1.1 Provide administrative service to the SENDCo and Year teams.
- 1.2 Organise EHCP Reviews; liaising with the LEA, inviting parents and outside agencies, typing, collating and distributing review reports.
- 1.3 Deal with the administration of all new SEN students to the school liaising with feeder schools, Data Team, Year teams, LEA, teaching staff and parents.
- 1.4 Prepare draft letters and reports on behalf of the SENCO as required.
- 1.5 Work with the SENDCo on Teaching Assistant timetabling to ensure pupils are well supported in school.
- 1.6 Establish strong routines in 'Love to Learn' and ensure the space is used effectively to support all learners.
- 1.7 Provide pastoral support to the year teams. This could include such duties as working with identified pupils – mentoring and/or coaching; liaising with parents or other agencies / stakeholders.
- 1.8 Maintain student information and uphold confidentiality at all times.
- 1.9 Provide advice and guidance to staff and/or students, as required.
- 1.10 Assist with pupil welfare duties, liaising with parents/staff and other agencies.
- 1.11 Deal with day-to-day queries from pupils and families.
- 1.12 Contribute to the planning, development and organisation of support service systems/procedures/policies.
- 1.13 Establish productive working relations with students, acting as a role model.

2 School Administration

- 2.1 Promote a tidy, professional and welcoming atmosphere in the Love to Learn Centre.
- 2.2 Provide supervision and assistance to students using the Love to Learn Centre.
- 2.3 Issue books and maintain appropriate records whilst in the Love to Learn Centre.
- 2.4 Work flexibly, providing support organisational and administration support to the curriculum and pastoral teams and other teams as needed.
- 2.5 Provide reports as required, to other staff on students' achievement, progress, attendance and other matters, ensuring the availability of appropriate evidence.
- 2.6 Be responsible for keeping and updating records as agreed with other staff, contributing to reviews of systems/records as requested.
- 2.7 Provide general administrative support e.g. photocopying, filing, faxing, complete standard forms, respond to routine correspondence.
- 2.8 Manage manual and computerised record/information systems.
- 2.9 Undertake Word and Excel based tasks.
- 2.10 Produce reports/information/data as required.
- 2.11 Establish constructive relationships with parents/carers, exchanging information, facilitating their support for their child's attendance, access and learning and supporting home to school and community links.
- 2.12 Support school initiatives by providing administrative support e.g. dealing with correspondence, compilation/analysis/reporting, making phone calls etc., taking minutes of meetings as required.
- 2.13 Support the Business Support Officer, Pupil Welfare in the admissions process liaising with feeder schools and/or other relevant bodies to gather student information and entering data onto school systems.
- 2.14 Attend and minute meetings on a rota basis.
- 2.15 Undertake administration of any other procedures.

3 Resources

- 3.1 Operate relevant equipment/complex ICT packages.
- 3.2 Monitor and manage stock for agreed programmes, cataloguing resources and undertaking audits as required.
- 3.3 Responsible for the safe keeping of all school equipment, resources, computer hardware and software and ensuring the requirements for GDPR are met.

4 Other Responsibilities

- 4.1 Be aware of and comply with policies relating to child protection, health and safety, confidentiality and data protection, reporting all concerns to a nominated person.
- 4.2 Be level 3 safeguarding trained, working closely with the school Safeguarding Team.
- 4.3 Actively promote the ethos of the school within day-to-day activities, including taking part in lunch and/or break duties
- 4.4 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.

- 4.5 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 4.6 Contribute to the wider life of the Trust and the Star community.
- 4.7 Carry out any such duties as may be reasonably required by the Trust.

5 Records Management

- 5.1 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.	GCSE English and Maths or equivalent e.g. Adult Literacy/Numeracy at level 2.	E	✓	
2.	Evidence of continuing professional development.	E	✓	✓
3.	Level 3 in Child Protection or willingness to undertake.	E	✓	✓
4.	Health & Safety training as appropriate.	D	✓	
5.	Qualifications relating to post e.g. word processing, ICT.	D	✓	
EXPERIENCE				
6.	Experience of Clerical/administrative/reception/financial work.	E	✓	✓
7.	Experience of working as part of a team.	D	✓	✓
8.	Working with or caring for pupils of relevant age or relevant experience e.g. Voluntary organisation, parental caring experience.	D	✓	✓
9.	Experience of working within an educational/School environment.	D	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
10.	Knowledge of particular subject/technical area.	E	✓	✓
11.	Effective use of ICT packages.	E	✓	✓
12.	Ability to relate well to pupils and adults.	E	✓	✓
13.	Ability to work constructively as part of a team.	E	✓	✓
14.	Ability to remain calm under pressure.	E	✓	✓
15.	Demonstrate good co-operative, interpersonal and listening skills.	E	✓	✓
16.	Flexibility and willingness to accept change.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
17.	Approachable, courteous and able to present a positive image of the school to callers and visitors.	E	✓	✓
18.	Maintain confidentiality in matters relating to the school, its pupils, parents and carers.	E	✓	✓
19.	Ability to prioritise conflicting demands and pressures.	E	✓	✓
20.	Good literacy/numeracy skills.	E	✓	✓
21.	Ability to work flexible hours to meet the demands of the role.	E	✓	✓
22.	Ability to use relevant equipment/resources.	E	✓	✓
23.	Good keyboard / computer skills.	E	✓	✓
24.	Ability to work smartly, identifying improved methods of working and making recommendations for change.	E	✓	✓
25.	An understanding of the issues relating to pupils who have additional learning needs, more able and special educational needs.	D	✓	✓
26.	Knowledge of schools' systems: SIMS.net.	D	✓	✓
PERSONAL QUALITIES				
27.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
28.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
29.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
30.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
31.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
32.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓