



STAR ACADEMIES

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

HEAD OF BUSINESS SUPPORT

JOB DESCRIPTION

JOB PURPOSE:

To create outstanding organisations that promote educational excellence, character development and service to communities.

JOB SUMMARY:

1. Provide strategic leadership and management of the business functions of the Central office acting as the face of Star Central Operations.
2. Oversee Central Business Support to provide a high quality, transformative and developmental service in support of Star Central Operations.
3. Cultivate and maintain excellent relationships with all external stakeholders, holding them to account to ensure the highest standards of service provision.
4. Lead on change programmes related to key initiatives and projects to improve business performance at Star Central.
5. Develop, implement and maintain key performance indicators for Central Business Support to enable monitoring and action.
6. Provide outstanding operational management for all aspects of business services, including finance, HR, facilities and estates management, central administration, catering, events, ICT services and health& safety.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

1. Leadership and Strategy

- 1.1 Liaise with Senior Leadership Team and Heads of Service to ensure effective service provision and development and work planning of service support.
- 1.2 Lead key initiatives and projects to continually develop and improve business support systems and processes within Star Central.
- 1.3 Provide outstanding strategic and operational leadership of all areas of responsibility.
- 1.4 Performance manage all staff with respect to all areas of responsibility; through regular meetings, setting of appropriate targets for performance, providing support and challenge, and undertaking regular feedback reviews.
- 1.5 Ensure the provision of regular and timely communications to Star Central staff.
- 1.6 Maintain an up-to-date understanding of relevant issues, policies and legislation.
- 1.7 Advise on new systems and services required or service adjustments to meet user and business needs

as required.

- 1.8 Support the maintenance and enhancement of the Trust's ethos and values through outstanding professional conduct and high expectations of others.

2. Financial Management

- 2.1 Effectively lead on projects to increase efficiencies and improve workflow.
- 2.2 Manage the Accounts Payable and Accounts Receivable processes for Star Central including approval of payment runs.
- 2.3 Approve Star Central financial transactions to agreed delegation levels and oversee the monitoring and reporting on expenditure within Star Central business services.
- 2.4 Be responsible for ensuring all Central Staff follow the Trust's financial procedures, and appropriate, clear policy guidelines are in place and acted upon.
- 2.5 Ensure that all financial activities comply with the Trust's financial regulations.
- 2.6 Ensure that public procurement rules are followed and 'best value' principles are applied to all appropriate purchasing decisions.

3. Facilities and Estate Management

- 3.1 Lead on the management of the Star Central office estate including maintenance, security and provision of high-quality equipment and services e.g. cleaning.
- 3.2 Ensure Central Office offers staff a high-quality working environment including space and desk planning to allow for future development and growth of all Star Central Departments.
- 3.3 Ensure the Trust's arrangements for insurance are effectively managed within Star Central.
- 3.4 Act as the Star Central Lead Person for Health & Safety and as Fire Officer.
- 3.5 Lead audit, review maintenance and testing for the Business Continuity and Emergency Response Plan.
- 3.6 Ensure all health and safety risk assessments are in place and managed.
- 3.7 Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the Senior Leadership Team and where appropriate the Health & Safety Executive.

4. Human Resource Management

- 4.1 Lead the administration of Star Central payroll and HR administration to deliver an efficient and effective service, including the management of the HR and Recruitment systems, and associated services.
- 4.2 Act as the operational HR lead for Star Central and ensure that HR policies and procedures are communicated and consistently applied communicating with the Trust's Central HR Support and Payroll functions where required to ensure issues are dealt with effectively.
- 4.3 Support all relevant HR processes in a confidential and sensitive manner including sickness absence, discipline, grievance and staff appraisal.
- 4.4 Liaise with Star Central HR for support with any complex employment matters.
- 4.5 Lead on recruitment processes for all Star Central staff including assessment processes, onboarding and induction.

- 4.6 Ensure accurate staff employment records are maintained that meet all HR policy and procedure requirements.
- 4.7 Ensure there is training and professional development of all staff throughout Star Central.
- 4.8 Manage a Star Central training plan and ensure outcomes are appropriately measured and reported on.
- 4.9 Lead on internal communications across Star Central including the production of the Staff Handbook, annual Star Central calendar and weekly bulletins.
- 4.10 Chair the Star Central Staff Social and Charitable Committee.

5. ICT Management

- 5.1 Ensure Central ICT resources (e.g., video conferencing facilities) are maintained.
- 5.2 Ensure the effective onboarding of new staff including, ordering of ICT equipment, email account set up and access to relevant systems and drives.
- 5.3 Lead on the provision of resources, support and training to enable all Star Central staff to make the best use of available ICT.
- 5.4 Develop and manage contingency plans in the case of technology failure.
- 5.5 Provide leadership of the Management Information Systems at Star Central to ensure their effective and efficient use.
- 5.6 Ensure data collection systems providing information to stakeholders are streamlined to maximise efficiency.

6. Central Administration

- 6.1 Lead and develop the central administrative and business support function to provide an exemplary service.
- 6.2 Develop systems and structures for the effective management and administration of all areas of responsibility that deliver outstanding outcomes.
- 6.3 Introduce and manage client-led approaches to resource services, including the development of internal and external service level agreements in consultation with the Trust.
- 6.4 Manage systems and link processes across the Central Office to form complete systems and improve efficiency and effectiveness.
- 6.5 Provide administrative and document support to the Executive team.
- 6.6 Manage meeting, travel and event organisation.
- 6.7 Prepare information for publications and returns to the DfE and other agencies and stakeholders within statutory guidelines.
- 6.8 Ensure that confidentiality is maintained in all areas and that all GDPR principles are adhered to.

7. Other Responsibilities

- 7.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
- 7.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 7.3 Contribute to the wider life of the Trust and the Star community.
- 7.4 Carry out such duties that may reasonable be required by the Trust.

8. Records Management

- 8.1 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'.



Star

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PERSON SPECIFICATION

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
QUALIFICATIONS				
1.	A degree qualification or equivalent.	E	✓	
2.	A management level professional qualification in an area such as ILM, HR, Finance, Estates etc.	E	✓	
3.	Evidence of continuous professional development.	E	✓	✓
EXPERIENCE				
4.	Experience at a senior level within a Business Support Function or similar within a public/private sector setting.	E	✓	✓
5.	Significant experience in financial, HR, business and/or premises management.	E	✓	✓
6.	Experience of managing organisational change.	E	✓	✓
7.	Experience of developing effective administrative systems and procedures.	E	✓	✓
8.	Experience of leading the review and implementation of management information systems.	E	✓	✓
9.	Experience of complex project management.	E	✓	✓
ABILITIES, SKILLS AND KNOWLEDGE				
10.	A good understanding of the principles underpinning effective performance management.	E	✓	✓
11.	Good knowledge of effective IT administration systems.	E	✓	✓
12.	Good knowledge of financial standards, and financial procedures as relate to Accounts Payable and Accounts Receivable operations.	E	✓	✓
13.	Exceptional stakeholder management skills and the ability to communicate verbally with, & write reports for, a wide range of senior stakeholders.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
14.	Ability to manage people effectively by conducting regular meetings, setting targets for performance, delegating tasks appropriately, and monitoring the quality of delivery and outcomes.	E	✓	✓
15.	Sound knowledge of policy and practice regarding premises management, Health and Safety, and Human Resources.	E	✓	✓
16.	Ability to prioritise conflicting demands & thrive under pressure.	E	✓	✓
17.	Ability to take a problem-solving approach to tasks, and develop well thought through, valid and financially sound solutions.	E	✓	✓
18.	Good knowledge of what constitutes 'Best Value' and the ability to translate this into all aspects of the attached job description.	E	✓	✓
19.	Ability to be flexible and able to respond to the unexpected in a calm and reassuring manner.	E	✓	✓
20.	Ability to use computer systems for the production of high-quality reports, presentations, spreadsheets and statistical returns.	E	✓	✓
21.	Ability to use management information systems; and be able to transfer the experience of using one system to another similar system, if needs be.	E	✓	✓
22.	Ability to build and maintain effective working relationships with a wide variety of people.	E	✓	✓
23.	Ability to maintain strict confidentiality in all matters.	E	✓	✓
24.	Willingness to keep up to date on relevant policy and procedures in line with the duties identified in the job description.	E	✓	✓
25.	Ability to draw upon inter-personal skills to build effective business partnerships.	E	✓	✓
PERSONAL QUALITIES				
26.	Highest levels of integrity and probity and a commitment to highest levels of effort, endeavour and focus on standards.	E	✓	✓
27.	A commitment to continuous improvement through honest self-evaluation, an acute sense of accountability and a commitment to transparency.	E	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview /Task
28.	Effective communicator, able to build and sustain positive relationships with all stakeholders.	E	✓	✓
29.	Adaptability to change and embracing of innovation and creativity.	E	✓	✓
30.	Energy, vigour and perseverance.	E	✓	✓
31.	Committed to the professional development of colleagues and self.	E	✓	✓
32.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
33.	A strong commitment to the Trust value 'Service'.	E	✓	✓
34.	A strong commitment to the Trust value 'Teamwork'.	E	✓	✓
35.	A strong commitment to the Trust value 'Ambition'.	E	✓	✓
36.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
37.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓