

Job Title: Virtual School Business Support Officer	Role Profile Number: BSN144
Grade: L Salary:	Date Prepared: May 2021
Directorate/Group: Children's Services	Reporting to: Deputy Headteacher
Structure Chart attached:	No

Job Purpose

Under the guidance of senior staff, be responsible for undertaking administrative, financial, organisational processes within the school. Assist with the planning and development of support services in a school context that is subject to regular change. Promote the highest standards of business ethos within the administrative function of the school whilst ensuring the most effective use of resources in support of the school's learning objectives.

Key Accountabilities

- Manage manual and computerised record/information systems, including for finance, pupils educational progress and attainment, personal education planning and ensure the systems and procedures are fit for purpose and up to date.
- Devise new systems or revise existing systems as required and supporting and administering the School's financial/administrative systems and processes on a day to day basis.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Complete and submit complex forms, returns etc, including those to outside agencies e.g. DFE/Ofsted/CPAB.
- Undertake report and letter writing, minute taking, typing, word processing and complex IT based tasks and respond to enquiries as first point of contact for Virtual School
- Provide personal, confidential, administrative and organisational support to senior staff and the School's head teacher.
- Undertake complex financial administration procedures.
- Assist with the planning, monitoring and evaluation of budgets.
- Comply with and assist with the development of policies and procedure relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support differences and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.

- Establish constructive relationship and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum:

- Educated to NVQ level 3 or equivalent/GCSE
- Experience of working within education setting in related area
- Excellent organisational skills and ability to work to deadlines
- Excellent interpersonal skills and ability to negotiate with different groups, such as designated teacher and middle managers, social workers and carers.
- Excellent written and oral skills, including ICT and presentation skills
- High level of IT skills in all Microsoft Office packages, web based packages and a range of databases.
- Ability to set up, review data/information systems to enable robust collation and interpretation of statistics and qualitative information
- Work constructively as part of a team, understanding school roles and responsibilities and own position within these.
- Ability to self-evaluate learning needs and actively seek learning opportunities.
- Understand the importance of applying financial and data protection policies and procedures and the need for transparency and accountability
- Display commitment to the protection and safeguarding of children and young people.
- Demonstrate a commitment to constantly assessing, evaluating and improving working practices and processes
- Ability to be pro-active, work under pressure at times and meet strict deadlines
- Ability to handle sensitive and confidential information appropriately

Preferred:

- A sound knowledge of educational progress and attainment
- Experience of working with senior leaders in schools and other professionals in both supportive and challenging situations.
- An understanding of the barriers and issues that impact on the education of children in care
- Experience within an education and/or social care environment.
- Evidence of successfully delivering outcomes in relevant department
- A good understanding of databases and systems
- Evidence of continuing professional development

Qualifications

- Educated to NVQ level 3 or equivalent/GCSE

Decision Making

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to Headteacher when appropriate
- Ability to prioritise access to the Headteacher/Lead Consultant via effective diary management
- Ability to triage requests for service and queries to determine whether the Virtual School can provide adequate resolution or whether signposting to a relevant officer/local authority service is required.

Creativity and Innovation

- Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.

<u>Job Scope</u>		
Number and types of jobs managed <ul style="list-style-type: none">• None	Budget Holder Responsibility	No
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• None	Asset Responsibility:	No

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Daily contact with Headteacher /other members of the Virtual School team, wider stakeholders
- Regular contact with Senior Leadership Teams and colleagues
- Regular contact with business support staff from other business support teams
- Frequent contact with suppliers e.g. stationery, postal courier services etc, training venues and dealing directly with any issues arising
- Contact with Cabinet and Elected Members, senior officers from across the organisation, external partners including the Swindon Capita Partnership, other Local Authorities and external organisations
- Members of the public regarding issues such as complaints, service issues etc.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	