

Lostock Hall Academy

Post title: Business Support Officer – Academy and Careers Administration

Team	Business & Finance Faculty	Line Manager:	PA to Principal, Cover/Personnel manager
Grade:	3 /4 depending on experience FTE £23,656 - £25,183 Pro Rota £9,673 - £10,298	Staff responsibility:	N/A
Contracted Hours	17hrs TTO+ 2 weeks	Hours worked (in agreement with Line Manager)	1pm – 4.30pm Mon-Thur 1am – 4pm Friday

Job Purpose:

To improve the outcomes of the students at Lostock Hall Academy.

Based on the Main Visitor Reception, provide routine clerical/administrative/word processing/reprographic and financial support to the academy.

Accountabilities/Responsibilities – appropriate for this post:

General Reception duties:

1. To have a good understanding of the school's organisation and ethos to ensure the academy values are upheld at all times and all work is approached professionally.
2. To greet ALL visitors in reception in a warm and welcoming manner.
3. Be the first point of contact for parents on the phone, or in person and ensure their enquiries are dealt with in an efficient and courteous manner.
4. To support the promotion of positive relationships with parents and outside agencies.
5. To maintain the reception area at all times in a professional manner (no eating at desk).
6. To ensure that all visitors are correctly signed in and the relevant lanyard issues following identification and DBS checks.
7. To promptly and professionally answer the telephone and respond to enquiries appropriately.
8. To convey messages to staff and students in an efficient and timely manner, using electronic systems where possible.
9. To receive and distribute all mail and deliveries in an efficient and timely manner.
10. Manage meeting room bookings, ensuring all rooms are suitable for the visitors and ready for use.
11. Ensure students attend meetings with external agencies when required this may involve locating them in their lesson and collecting them.
12. To update the answerphone message at the start and end of each academy closure as appropriate.
13. To post all outgoing mail, log all stamped letters. Organise collections of packages and take items to the post office.
14. To undergo first aid training and fulfil the role of a first aider.

Provide routine clerical/administrative/reprographic support including:

15. Provide administrative support to all members of the Business & Finance Faculty. This requires a good working knowledge of IT systems such as MSOffice, word, excel, PowerPoint.
16. Be confident to access and work with other school business systems such as Civica, School Gateway, SIMS and School Synergy. (Prior knowledge of these systems is not a requirement but experience with other business systems would be advantageous.)
17. To complete reprographic work as required including collating, stapling and laminating, whilst manning reception.
18. Assist in the main office as required.
19. Maintaining and updating manual and computerised records.
20. Manage office supplies and orders, including processing, receiving, distributing and storing items with facilities team support.
21. To be the primary contact with the printer equipment provider and check stocks of paper and toners, ensuring value for money.
22. To monitor after curricular clubs and ensure registers are completed.
23. To work within academy policies and procedures.
24. To take care for their own and other people's health and safety and safeguarding of visitors.
25. To be aware of the confidential nature of issues.

Individuals in this role may also:

1. The academy expects flexibility within the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile, but which is within the remit of the duties and responsibilities.
2. Attend training and participate in professional and personal development as required.
3. On occasions you will be expected to work in the mornings to cover the main reception, to meet the needs of the academy.

This would be approximately 6 occasions per school year. As much notice as possible would be given for these additional hours and they would be remunerated as overtime at the same rate as the post holders agreed terms and conditions.

Prepared by:	AVP Director of Business & Finance	Date:	February 2025
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