



Pennine Academies Yorkshire

Recruitment Pack

Senior Business and Support Officer

March 2024



Dear Candidate

Thank you so much for the interest you have shown in responding to our advertisement for the position of Senior Business and Support Officer with the Central Team at Pennine Academies Yorkshire.

We are a values-led Trust and we place high expectation and inclusion in every sense, at the heart of what we do. We value the differences in our schools which range from a 98-place rural school to a large 3 form entry with over 700 pupils. In addition to this we also provide over 50 specialist places for pupils with SEND.

We see our diversity as our strength. The Trust provides centralised services to schools including Finance, HR, IT, Estates and School Improvement - whilst leaving the business of teaching and learning, curriculum, pedagogy and community relationships to the school. Every school has its own individual identity and character, which we truly value.

We also value staff professional development and working in the trust provides opportunities to support other schools both within and beyond the trust as well as many exciting central projects. We work strongly together!

If you'd like to know more about working in the trust please do get in touch and take a chance to visit some of our schools.

I thank you for your interest in this position and I look forward to receiving your application.

Yours sincerely

Michael Thorp
Chief Executive Officer

Senior Business and Support Officer

30/37 hours per week, TTO OR AYR (negotiable)

Band 8 SCP 17 - 22

We are looking for a Senior Business Support Officer to join our team from March 2024. The successful candidate will have met the requirements of the person specification and will be subject to an enhanced DBS check. We welcome applications regardless of age, gender, ethnicity or religion.

Pennine Academies Yorkshire Trust is committed to safeguarding and promoting the welfare of children and out people and expects all staff to share this commitment. Shortlisted candidates will be subject to related online content checks, in line with Keeping Children Safe in Education 2023.

We have an exciting opportunity in the Central Team for someone with a dedication to providing efficient administration across a number of areas within the trust. You will have experience at working at a more senior level, with a developed skill set that offers initiative, adaptability and the ability to prioritise.

As a Senior Business Support Officer at Pennine Academies Yorkshire, we will offer you:

- *The opportunity to access robust, high-quality CPD*
- *A straight talking yet supportive leadership team, with a great sense of humour!*
- *A friendly and cohesive team of like minded individuals who are dedicated to upholding the ethos of the multi academy trust.*
- *Great benefits, such as a cycle to work scheme, career development pathways, networking opportunities both internally and externally, making us the employer of choice.*
- *A generous holiday and family leave entitlement including an innovative 'Family Days' policy*
- *Join a strong and dynamic team of professionals across our organisation*
- *Have access to the local government pension scheme and terms and conditions aligned to the National Joint Council for Local Government Services.*

If you are interested in applying for this role, please do so via Prospects Online.

Visits to the trust are strongly recommended. To arrange an appointment or for any further information please ring the People Business Partner on 07807 031160 or email recruitment@paymat.org

Closing date: 9 February @ 9am Shortlisting: 9 February Interview: 29 February 2024

JOB DESCRIPTION – SENIOR BUSINESS SUPPORT OFFICER

Date: March 2024

Salary: Band 8 SCP 17 - 22

Responsible to: People Business Partner

GENERIC INTRODUCTION:

The following information is furnished to assist staff joining Pennine Academies Yorkshire to understand and appreciate the work content of their post and the role they are to play in the organisation. The following points should be noted:

- Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
- Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
- Pennine Academies Yorkshire is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment and access to the Council Services.
- Pennine Academies Yorkshire is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the trust.

Responsible to the People and Culture Business Partner and the COO from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, dealing with exceptional or complex queries to senior members of staff.

To provide prompt and effective information, advice and access to services provided by the Central Team to Schools, Trustees, external organisations, and dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the Trust to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Personnel Specification)

EFFORT DEMANDS:

- Will work under own initiative with limited supervision, working to the priorities set by the People and Culture BP/COO.
- To contribute to the overall ethos/work/aims of the Trust
- Will make complex decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the schools and assessing the level of urgency.
- Day to day decisions regarding the organisation of the working area/workload and priorities; assisting with the planning and development of the support services.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.
- To support the central services offer
- To lead on policy admin, review schedule and circulation
- To support the delivery of the quality assurance framework
- To support with governance administration
- To lead on hospitality for Trust events
- To support with central services administration
- To minute meetings where required
- To support the relevant Business Partners with procurement processes including tender production and administration
- To create and maintain an accurate Trust-wide contract register
- To support the People and Culture (HR) function in delivering timely and accurate documentation to colleagues (contracts, invitations etc.)
- To support the finance department through busy periods with functions such as processing orders and invoices
- To provide general administration functions as directed by service delivery
- To support the Chief Executive with diary management

ORGANISATION

- To give advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and making judgements within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Dealing with routine and less routine enquiries. Given the changing needs of the Trust, workloads can vary to involve less routine and tasks and the post holder will be expected to undertake these with little or no supervision as they arise, verifying/authorising action where applicable, liaising with senior members of staff on more complex issues if necessary.
- Provide organisational and complex advisory support to the Trustees.
- Undertake reception duties, answering complex telephone and face to face enquiries and signing in visitors.

ADMINISTRATION

- Provide an effective and efficient comprehensive administrative service, including the full range of administrative duties.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Complex data inputting of computerised records/management information systems, including payroll systems.
- Research, produce, analyse, interpret and interrogate complex data/information/detailed reports on a as required basis to the Trust to facilitate the completion of internal/external performance requirements.

- Undertake typing, word-processing and complex IT based tasks (audio and copy typing services, letters, memos, minutes etc), some of which may be highly confidential and sensitive in nature.
- Undertake confidential and routine administration, e.g. documents and reports, responding to complex letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating support team meetings as well as other meetings on behalf of Trust staff and Trustees/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school/school lettings and other uses of school premises.
- Provide support to all central team functions as and when required

OTHER

- Use good common sense and exercise considerable initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and wellbeing of the pupils.
- Recognise your own strengths and areas of expertise and use these to advise and support others.
- Take a lead role in one off projects e.g. participating in the development of new computerised systems.
- Assist with marketing and promotion of the Trust, developing constructive relationships and communicating with other agencies and professionals.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the School.
- To be responsible for reporting building maintenance in accordance with health and safety requirements; taking a lead in health and safety management working collaboratively with the caretaker/site supervisor.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- May be a key holder and have security responsibilities.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

FLUENCY DUTY:

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

IMMEDIATE THRESHOLD LEVEL:

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

OTHER SPECIFICATIONS:

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

PERSONNEL SPECIFICATION:

	ESSENTIAL (E)/DESIRABLE (D)
EXPERIENCE:	<ul style="list-style-type: none"> • Experience using Microsoft Office and complex databases with excellent IT skills. • Experience of working in a office environment at a senior level to include development, management and operation of administrative/ICT systems • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level
QUALIFICATIONS/ TRAINING:	<ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). • NVQ4 (or equivalent) in a relevant discipline.
KNOWLEDGE/SKILLS:	<ul style="list-style-type: none"> • Extensive experience of higher level office work including the full range of reception duties and dealing with a complex workload. • Excellent literacy and numeracy skills. • Ability to adapt/transfer existing skills to meet the specific demands of an education focused office. • Ability to manage complex, evolving workload whilst maintaining deadlines • Excellent communication skills including telephone/reception skills. • Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). This should include the production of detailed reports, presentations, visual aids, new forms etc. • Experience of maintaining complex financial information systems and making payments. • Have a neat and organised approach to work. • Be willing, courteous and able to work both using your own initiative and in a team. • Respect confidentiality. • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level.