



Manchester Hospital School

Job Description/Person Specification

Business Support Officer - Grade 4

Post Title:	Business Support Officer
Salary:	Grade 4
Location of Work	Leo Kelly School, with flexibility to work at other Manchester Hospital School sites as required
Directly responsible to:	Assistant School Business Manager
Strategic oversight:	School Business Director
Directly responsible for:	N/A
Hours of Duty:	Full Time, term time only plus 5 INSET days.

The post holder will work with the operational Assistant Heads, School Business Director and Assistant School Business Manager. Apart from other colleagues in the school, the main contacts of the job are schools, teaching and other support staff, pupils and parents.

Primary purpose of the job:	<ul style="list-style-type: none">• To provide a professional, warm and efficient front-of-house reception service at Leo Kelly School, acting as the first point of contact for pupils, families, visitors and external agencies.• To manage the main school telephone line and ensure all enquiries are handled promptly, sensitively and effectively.
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	<ul style="list-style-type: none"> ● To provide a comprehensive business support function to the school. This will cover communications with pupils, parents and teachers. ● To support the management of pupil data, ensuring information is accurate, timely and used effectively to inform school improvement and reporting. ● To work collaboratively with all staff and families to meet the educational needs of each pupil.
<p>FOR CHILD PROTECTION PURPOSES AN ENHANCED DISCLOSURE WILL BE REQUIRED FOR THIS POST</p>	

Main Duties and responsibilities/accountabilities

- 1 To communicate with courtesy and clarity to all staff, pupils, parents, carers, visitors, outside agencies and the wider community, including answering general telephone, email and face to face enquiries.
- 2 To provide a welcoming and professional reception service at Leo Kelly School.
- 3 To act as the first point of contact for all visitors, ensuring safeguarding and visitor sign-in procedures are followed.
- 4 To manage the school switchboard, answering and directing calls efficiently and courteously.
- 5 To take accurate messages and ensure prompt communication to staff.
- 6 To monitor reception and waiting areas to ensure they are safe, welcoming and presentable.
- 7 To support pupils arriving and leaving the site, liaising with staff where needed.
- 8 To build effective working relationships with pupils, parents and external professionals.
- 9 To receive deliveries and manage incoming/outgoing post.
- 10 To support emergency procedures and communication systems where required.
- 11 To assist with pupil welfare duties, as required.

- 12 To assist the School Business Director in maintaining an efficient and responsive support service to the school, ensuring expectations of high standards are met.
- 13 To maintain and update all administrative and information systems and processes as required, including retrieving and collating information to ensure delivery of a high level administrative service.
- 14 To support SLT as required, for example, pupils' data and to maintain and collate pupil reports accurately.
- 15 To collect and distribute incoming mail, dispatch outgoing mail
- 16 To respond independently to correspondence as required.
- 17 Respond to all queries from a wide range of people in an efficient and courteous manner, using initiative and creative skills to resolve issues.
- 18 To operate relevant equipment and ICT packages (for example Word, Excel, Databases, Email, Google Drive, Arbor).
- 19 To maintain pupil records and to use IT systems effectively to provide reports and statistics.
- 20 To provide general advice and guidance to staff, pupils and others.
- 21 To have an overview of correct and timely input of data onto Arbor by staff and to access data in line with the ICT acceptable use policy.
- 22 To maintain and develop all business support output such as websites, sign in systems, staff shared areas, calendars and internal communications
- 23 Run routine housekeeping tasks for sites such as staff bulletin boards, DSL information, management of calendars
- 24 To ensure accuracy and confidentiality of all information produced.
- 25 Use initiative and time management to organise your own workload in order to meet deadlines.
- 26 To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and GDPR, reporting all concerns to an appropriate person as soon as they arise.
- 27 To be aware of and support diversity and to ensure equal opportunities for all.
- 28 To contribute to the overall ethos, work and aims of the school.
- 29 To attend and participate in relevant meetings as required.
- 30 Help to identify your own personal development needs and to participate in training and other learning activities and performance development as required.
- 31 To converse at ease and provide advice in accurate spoken English is essential for the post.

Person Specification

Essential Criteria

Experience

- Experience of working in a busy administrative, reception or customer-facing environment.
- Experience of dealing professionally with members of the public, service users or visitors.
- Experience of managing competing priorities and working to deadlines.
- Experience of maintaining accurate records and handling confidential information.

Skills & Knowledge

- Excellent verbal communication skills with the ability to communicate clearly, warmly and professionally.
- Strong written communication skills with the ability to draft emails, letters and routine correspondence accurately.
- Good literacy and numeracy skills.
- Strong organisational skills with the ability to prioritise workload effectively.
- Ability to remain calm, professional and solution-focused in a busy environment.
- Ability to use a range of IT systems including Microsoft Office / Google Workspace, email and databases.
- Ability to operate telephone / switchboard systems confidently.
- Understanding of the importance of confidentiality, GDPR and data protection.
- Ability to build positive relationships with pupils, families, staff and visitors.
- Ability to work both independently and as part of a team.
- Commitment to safeguarding and promoting the welfare of children and young people.
- Ability to present a professional and welcoming first impression of the school.

Personal Qualities

- Ability to create a warm, calm and welcoming environment for pupils, families and visitors while maintaining professional boundaries.
- Warm, approachable and professional manner.

- Reliable, punctual and dependable.
- Flexible and adaptable to changing school needs.
- Positive attitude and willingness to support wider school operations.
- Commitment to equality, inclusion and respectful practice.
- Commitment to the school's professional standards, including dress code.

Desirable Criteria

Experience

- Experience of working in a school, college or education setting.
- Experience of working with children, young people or families.
- Experience of front desk / main reception responsibility.
- Experience of handling safeguarding-related visitor procedures.
- Experience of attendance administration or pupil records.
- Experience of supporting events, meetings or diary management.

Skills & Knowledge

- Knowledge of Arbor MIS or other school management information systems.
- Knowledge of school safeguarding procedures.
- Knowledge of admissions, attendance or pupil data processes.
- Understanding of SEND / SEMH / alternative provision environments.
- First aid qualification or willingness to train.

Personal Qualities

- Confidence working in a dynamic environment with young people who may need additional support.
- Ability to show empathy and resilience when supporting vulnerable families.

Where the post holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves unachievable, job redesign will be fully considered.

Review Arrangements:

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of

the duties or the level of responsibility entailed. Consequently, MHS will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Areas of responsibility will be agreed on an annual basis through Performance Management/Appraisal