

Business Support Assistant: Person Specification

	JOB REQUIREMENTS	Essential	Preferred	* How assessed
Qualifications and experience	GCSE (A-C) in English	✓		A
	GCSE (A-C) in Maths		✓	A
	Good working knowledge of Microsoft Office & Excel	✓		A
	Experience of working within a busy office environment		✓	A & I
	Experience of working as part of a team and working independently.	✓		A , I
	Experience of working in an SEND environment		✓	A
	Experience of taking notes / meeting minutes	✓		A & I
Special Skills and Aptitudes	Ability to communicate effectively with a wide variety of staff and external professionals	✓		A & I
	Ability to adapt to changing circumstances	✓		I & R
	Ability to work to deadlines	✓		I & R
	Good literacy and numeracy skills	✓		A & T
	Good organisational and communication skills	✓		I & R
	Ability to manage and prioritise workload	✓		I & R
	Ability to work under pressure whilst frequently interrupted in a busy work environment	✓		I & R
	Ability to use initiative and display creative problem solving	✓		A & I
	To understand the importance of and ability to abide by the Trust rules of confidentiality	✓		A, R & I
Personal Qualities	Resilience and a sense of humour in times of pressure	✓		A, I
	Attention to detail, neatness and accuracy	✓		A & T
	Warm, friendly and approachable and to respond positively to all aspects of work	✓		I
	A commitment to the responsibility of safeguarding and promoting the welfare of young people	✓		I
	Enhanced DBS disclosure <i>(to be completed by preferred candidate following interview)</i>	✓		
	Willingness to undertake Child Protection training when required	✓		I

* A = by application, R = by references, I = assessed by Interview, T = Task

Business Support Assistant: Job Description

MAIN DUTIES/RESPONSIBILITIES

To provide professional administrative support and co-ordination for pupil review meetings including the Education, Health and Care Plan (EHCP) process for the pupils of Woodlands Academy ensuring meetings are planned and well organised and all involved are informed, receive invitations and subsequent reports are produced and distributed in accordance with procedures.

This role involves prioritising work load effectively under pressure and coping with conflicting demands and interruptions in order to meet internal and external imposed deadlines.

Student Review Process

1. Provide high quality administrative and secretarial support for the entire EHCP process, undertaking a diverse range of secretarial and administrative duties including managing pre-review paperwork, arranging meetings and taking minutes/notes where appropriate.
2. To liaise with the Senior Leadership Team in order to co-ordinate and set dates for pupil review meetings and distribute invites to all stakeholders including parent/carers, local authority SEN Teams and other professionals.
3. Co-ordinate pupil centred planning documents associated with the EHCPs for distribution to all internal and external stakeholders.
4. Collate and distribute documents relating to EHCP process to all stakeholders in a confidential and timely manner meeting statutory deadlines.
5. Ensure that all stakeholders are able to access the meeting either in person or online, this may include booking of a translator.
6. Distribute review meeting minutes and paperwork to all stakeholders meeting statutory deadlines.
7. Ensure relevant documentation is completed in line with SEN Code of Practice.
8. With school leadership team, continue to develop and improve the EHCP process and give training/support on the same to other staff and other professionals where necessary.
9. Provide support handling outgoing post.

Administration

10. Support day to day running in the office, with telephone calls, greeting visitors, checking deliveries.
11. Provide general administrative support, e.g. photocopying, filing, completion of standard forms, respond to routine correspondence
12. Maintain and update all necessary records using manual and computerised systems
13. Assist with collation of information as requested by the Office Manager or members of the School Leadership Team

Responsibilities

14. Support the ethos and values of the Academy and Trust.
15. To act at all times with the best interest of the Academy/Trust ensuring probity and regularity
16. To recognise the importance of excellent customer service irrespective of whether the customers are internal or external to the Academy/Trust.
17. Ensure that all forms of electronic information used, transferred or shared are secure and well-organised
18. Understand your responsibilities with respect to GDPR
19. To comply with Health and Safety policies, organisations statements and procedures and report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others
20. To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature as required by senior staff

Communication & Team Work

21. Communicate effectively with other staff, Governors, visitors, contractors, pupils and their families/carers
22. To strive for excellent customer service at all times
23. To work within the Business Support Team assisting as and where necessary to help with the smooth running of the school
24. Undertake reception duties where necessary; act as first point of contact in response to telephone and face to face enquiries

Safeguarding

25. Understand the importance of safeguarding with a school environment
26. Support the safeguarding and welfare of children and young people within the Academy/Trust.
27. Understand your responsibilities and duties with respect to safeguarding reporting any concerns in line with the Trust's Safeguarding & Child Protection Policy