

# Lancashire County Council

## Role Profile - Operational Context Form

<b>Post title:</b> School Business Support Officer 2					
<b>Directorate:</b> CYP Schools			<b>Location:</b>	Admin Team	
<b>Establishment or team:</b>		Pendle Community High School & College		<b>Post number:</b>	
<b>Grade:</b>	Grade 4	<b>Staff responsibility:</b>		<b>Essential Car user:</b>	No

**Scope of Work – appropriate for this post:**

Under supervision maintain, update and extract information from systems and database and provide general administrative/clerical/financial support for the school. This could include producing financial and management information and/or the provision of general advice and guidance to pupils, parents and staff or call for the use of higher level text processing/spreadsheet/IT skills or audio typing that involves the use of a range of software packages.

**Accountabilities/Responsibilities – appropriate for this post may include:**

1. Provide general SEND clerical and administrative support, including word processing, minute taking, filing routine correspondence, distributing mail etc.
2. Routine SEND administration, including the coordination of Annual Reviews, liaison with external agencies and associated admin functions.
3. Maintaining and updating manual and computerised records including, for example, student information, registers, SIMS and student transport.
4. Administering work experience arrangements.
5. Production of regular management information, including SEND data and assist in the production of reports for the senior leadership team.
6. Monitoring of weighting and banding and advising senior staff on variances.
7. Undertake transition arrangements including new admissions.
8. Undertake reception duties including answering telephone and responding to routine queries, including, where appropriate, dealing with visitors on behalf of Headteacher
9. First point of contact regarding student absences, including the responsibility for pursuing pupil absence with parents and recording/monitoring of absence and production of reports.
10. Accurate and up to date record keeping in line with GDPR.

**General**

1. Allocation of work and demonstration of duties to lower graded administrative/clerical support as necessary.
2. To work within school policies and procedures.

3. To contribute to the provision of an effective environment for learning.
4. To support the promotion of positive relationships with parents and outside agencies.
5. To attend skill training and participate in personal/performance development as required.
6. To take care for their own and other people's health and safety.
7. To be aware of the confidential nature of issues.

**Additional supporting information – specific to this post.**

**Indicative knowledge, skills and experience**

- General experience of working in a finance role.

<b>Prepared by:</b>	EPR Team	<b>Date:</b>	10/08/2011
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. PLEASE NOTE that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must cooperate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

