



## Job Description

<b>Job Title</b>	Business Support Administrator
<b>Reports to</b>	Business Support Manager
<b>Grade/Salary range:</b>	Band 1 Support £18,800 per annum
<p><b>Role Summary:</b> Working as part of the Multi Academy Trust’s central Business Support Team you will have a key role undertaking a wide range of administrative tasks which are vital to the day to day operation of the MAT and its schools. Working together with colleagues, you will ensure a consistently high level of customer service is delivered to students, families, staff and visitors to all our schools.</p>	
<p><b>Key Job Outcomes</b></p> <ul style="list-style-type: none"> <li>● Administer a number of key systems and undertake processes which support both the running of all the MAT’s schools and ultimately the best outcomes for our students</li> <li>● Deal with telephone calls in a welcoming, courteous and professional manner, liaising with other staff members and third parties as required</li> <li>● Deal with correspondence as required, ensuring replies are professional, accurate and adhere to our response standards</li> <li>● Ensure any messages forwarded to staff are clear and concise and done so in a timely manner</li> <li>● Correspond with families / third parties through the provision of high quality e-comms and other documents</li> <li>● Provide administrative support to key pieces of work, activities and events throughout the academic year</li> <li>● Provide administrative support to update the MAT/schools websites and social media platforms as requested</li> <li>● Undertake other duties as requested by senior leaders, for example the Business Support Manager (Line Manager) and the Trust’s Director of Marketing and Operations, Data Protection Officer.</li> </ul>	

*CAP is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment*

## **Key skills and competencies:**

### **Essential**

- Previous experience of working in an administrative role
- Excellent communication skills both written and verbal
- Good IT skills
- Determined, creative, imaginative and able to use initiative
- Patient and calm, works well under pressure
- Accuracy and attention to detail
- Adaptable and flexible approach and able to balance conflicting demands and deliver to tight deadlines
- Good organisation and time management skills
- Committed to providing a high level of customer service
- High level of integrity to maintain confidentiality / deal with privileged information
- Commitment to quality and continuous improvement
- Works well with others; good team player

### **Desirable**

- Previous experience of working in a school environment
- Experience of working in a busy, high pressured environment

### **General Accountabilities**

- Be responsible for own safety and not endanger that of colleagues / visitors to the workplace
- Work in compliance with the Codes of Conduct, Regulations and policies of the Federation, and its commitment to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation / standards
- Flexibility to work across the Trust's schools and support events as required

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

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