



Job Description

Title:	Business Support Assistant
Reports to:	Business Support Manager/Business Support Co-Ordinator
Location:	CHAT
Hours:	Full time
Annual Weeks:	42 weeks
Contract Type:	Permanent
Salary:	Point 18, £17,836 actual salary

The Organisation:

Cuckoo Hall Academies Trust (CHAT) is a Multi Academy Trust of five schools run by a Board of Trustees.

We have a central service team that supports all five schools and includes HR, ICT, Premises, Finance, Communications and media, catering, Safeguarding and Business support. Each school has a senior leadership team and a Governing Body.

We are passionate about delivering outstanding education and life chances to our children and their families, and are looking for likeminded individuals to support our work.

In return for your expertise, commitment and hard work we can offer you an opportunity to work for a Trust that is aspirational and aims to grow and develop with community engagement at the centre of the work that we do. We will support you within our team through regular supervision and training opportunities. The Trust also has a pension scheme and a health plan.

You will be part of a growing team who will play a large part in the success of the Trust's plans.

Purpose of the job:

Assist the Business Support Leadership Team in delivering an outstanding customer service alongside efficient and effective front office environment.

Act as an advocate on all communication incoming and outgoing from the front office ensuring consistent and correct information is shared with our children, parents and carers, supporting school staff where appropriate to ensure this consistent approach is used collectively.

You will be the face of the Trust so will need a professional, polite, helpful and friendly manner both on the front desk and over the phone, dealing with a variety of enquiries including deliveries and visitors. You will perform daily tasks as directed by the Business Support Leadership Team so will need to work quickly and efficiently sometimes with conflicting deadlines.

Main duties and responsibilities:

Customer Service

- Ensure high quality attentive, friendly and helpful reception service which projects a positive image of CHAT Academies and meets the diverse needs of our community at all times.
- Support staff to ensure a high quality service is maintained at all times.
- Operate the Academy switchboard professionally and efficiently, ensuring other staff have the same professional approach to enquiries.
- Deal with general enquiries from parents and members of the public efficiently and effectively, referring to the appropriate person where necessary.
- Deal with incidents and accidents calmly and professionally, adhering to CHAT policies and procedures at all times.



Office Management

- Ensure that adequate customer service cover is maintained whenever required.
- Encourage collaborative working and share good practice across the Business Support team.
- Be aware of safeguarding risks and raise any concerns with the
- Support Business Support Leadership Team with data collections as required.
- Review office system and raise suggestions to the Business Support Leadership Team.
- To provide administrative support as and when requested by your team.
- Stock Control
- Diary management, inputting dates in to CHAT calendar with accuracy and due diligence.

Admissions

- Support the Business Support Leadership Team in the oversight of the annual admissions cycle for all CHAT Academies, in liaison with Head of Business and Administration
- Send and collect relevant data and families details and chase up any anomalies.
- Input all pupils data on to SIMS correctly and in a timely manner.
- Support the team in filling spaces by sending letters or making phone calls.
- Deal with admissions quickly and effectively, identifying any potential concerns that may affect income.

Parentpay

- Promote the use of Parentpay across the CHAT families.
- Support the Business Support Leadership Team in the debt recovery procedure by making phonecalls, sending texts or letters to chase monies.
- Support parents in using the system effectively, encouraging them to workshops and support where necessary.
- Report any technical problems to Head of Business and Administration.

Income

- Ensure parents take up Free School Meals where eligible and support their application.
- Ensure CHAT is accessing related funding.

Pupil Welfare

- Deal appropriately with children in need of first aid or medical attention.
- Liaise with parents as necessary.
- Liaise with the Business Support Leadership Team, and provide any necessary information via Medical Tracker.

General

- Support Head of Business and Administration and Business Support Leadership Team, with the implementation or maintenance of computer packages that are needed for the efficient working of the office.
- Undertake any appropriate administrative or clerical work to support the Head of Business and Administration and Business Support Leadership Team, including data entry, filing, photocopying and mail distribution.
- At all times to conduct the post as an ambassador of the values and ethos of the Trust with a focus on ensuring the best possible support for the delivery of outstanding teaching and learning for all pupils in the CHAT schools.
- Undertake all work with due regard to the safeguarding and protection of children, and to health and safety requirements.
- Undertake all work with due regard to best practice and legal requirements relating to diversity and equality.
- Undertake any other appropriate work as directed by the Head of Business and Administration.



Person Specification: Customer Services and Admin Officer

You will need to be:

You will need to have a can-do attitude with excellent interpersonal skills. You will need to be committed to providing excellent customer service and to the aims and objectives of CHAT as a provider to the highest quality education to children in our area.

Enthusiastic and passionate about helping people and supporting our children and their families is essential alongside providing an outward facing professional image of the trust.

Confident and competent person who is highly organised and efficient, who can work collaboratively and who is resilient.

Qualifications and other required experience and skills	Essential	Desirable
Some experience of working in a customer-facing role	X	
Some experience of working in an administrative role	X	
Confident but calm nature		X
Some experience of working in a school		X
Knowledge and understanding of safeguarding		X
Strong written and verbal communication skills	X	
Effective personal organisation skills	X	
Inclusive and collaborative approach	X	
Strong IT skills	X	