



# Application Pack



# Letter from the Headteacher

Dear Applicant,

Thank you for your interest in the post of Business Support Officer (Student Facing) at Shuttleworth College, a place where everyone can live our motto; 'Think Big, Chase Dreams and Succeed Together'.

We are seeking to appoint an enthusiastic, skilled and dedicated individual to work within our administration team completing a largely student focussed role ensuring the smooth running of our classroom support coordination throughout the day. The successful candidate should have the skills and organisation to work effectively with others as well as the mindset to solve problems and overcome challenges.

Shuttleworth is a fantastic place to work and to learn and families, visitors, and Ofsted alike comment on the calm and purposeful atmosphere in the college. Ofsted describe the school as a 'haven' and our young people as 'confident, friendly and courteous'. We expect huge things of all our young people here and set them up to be the best they can be in their future lives. Staff, students and families work together to get the very best out of the five years young people have in this school, with a no excuses culture where everyone is expected to give their best every day.

With excellent support from an established and committed team, there hasn't been a better time to join our welcoming, attractive and well-resourced learning environment. We look forward to receiving your completed application form outlining how your skills and experience have prepared you for this role.

If you would like to find out more about us or visit the college, please do not hesitate to contact us.

Yours Sincerely,



Karen Lightfoot  
Acting Headteacher



# Job Description

Responsible to: School Business Manager (Student Facing)

## Main Activities and Responsibilities

The Business Support Officer should be:

- An organised and efficient team player within a busy and varied role
- A supportive communicator with colleagues & students
- A proficient user of ICT systems and willingness to learn new skills and adapt
- A partner across departments to effectively support clear communication and prompt interventions

## Duties

- Support the day-to-day work of the 'on-call' desk including answering internal phone calls & emails, organising coordination of the classroom support team and record keeping
- Follow instruction from multiple sources and prioritise workload
- Monitoring student behaviour
- Work as a member of the school team with discretion and confidentiality
- Ad-hoc tasks as required to ensure the smooth running of the school

## Responsibilities/Accountabilities

- The provision of clear and timely communication to students, school and other agencies
- Maintaining & Updating information from systems and recording work through the day for ease of reporting
- Responding to enquiries including over the phone, email, radio and in person and the effective implementation of requests
- Ensuring the safety and wellbeing of students and clear communication as required with the student population
- Always ensuring confidentiality and discretion
- Undertaking administrative tasks as required
- Ability and willingness to be a flexible, pro-active and effective school member

## Other Responsibilities

In addition to undertake such duties of a similar nature as may be reasonably directed by the Headteacher/Business Manager from time to time.

The duties and responsibilities of the post may vary from time to time according to the changing needs of the school.

To ensure all safeguarding procedures are followed to promote the welfare of all children.

## Equal Opportunity

The Postholder will be expected to carry out all duties in the context of and in compliance with the Local Authority and School's Equal Opportunities Policies.

# Person Specification

COLLEGE

| Post Title:                      | Business Support Officer (Student Facing)  | Essential (E)<br>or<br>Desirable (D)                    | To be<br>identified by:<br>Application<br>Form (A),<br>Interview (I),<br>Reference (R)         |
|----------------------------------|--|---|--|
| <b>Qualifications:</b>           | 5 GCSE's grade A-C including Maths and English (or equivalent)<br><br>First Aid Trained  | E<br><br>D  | A<br><br>A   |
| <b>Experience:</b>               | Previous experience of working within an administrative role<br><br>Previous experience working within a School setting<br><br>Experience and knowledge of using IT systems  | E<br><br>D<br><br>E                                     | A, I, R<br><br>A, I, R<br><br>A, I, R  |
| <b>Professional Development:</b> | Willingness to further develop self through relevant CPD   | E   | A, I   |
| <b>Personal Skills:</b>          | Organised and efficient worker<br><br>Good team player<br><br>Excellent written and verbal communication skills<br><br>Adaptability and resilience<br><br>Ability to respect sensitive information and maintain confidentiality<br><br>Ability to relate well to students, parents and other colleagues<br><br>Ability to maintain filing systems both electronically and Manually | E<br><br>E<br><br>E<br><br>E<br><br>E<br><br>E<br><br>E | A, I, R<br><br>A, I, R<br><br>A, I, R<br><br>A, I<br><br>A, I, R<br><br>A, I, R<br><br>A, I, R |

# Useful Information

Thank you for your interest in joining our incredible team of staff here at Shuttleworth College.

Application forms can be found at the top of the vacancies section of our website [here](#).

Please email your application to [applications@shuttleworth.lancs.sch.uk](mailto:applications@shuttleworth.lancs.sch.uk)

If you have any questions, please do not hesitate to get in touch.

