

## Job Description

<b>Job title:</b>	Support Officer	<b>Contract Type:</b>	Permanent
<b>Responsible To:</b>	Executive Assistant and Officer Manager	<b>Salary Range</b>	Scale 1
<b>Location:</b>	Royal Greenwich Trust School		

### INTRODUCTION

The University Schools Trust (UST) is a unique partnership of six world-leading universities and four sector-leading bodies who are working together to deliver a shared vision of inclusive, high quality and transformational education delivered by schools which are deeply rooted in the communities they serve.

We take a rigorous approach – educating from nursery to university and beyond – to all aspects of our work. Our teaching practice is effective, our students are challenged to achieve their best and we use our resources efficiently. Our values of communication, investigation, participation, networking, scholarship and vision are core to all our work.

As a small, growing and dynamic trust. We are small enough to know and care about the professional development of every single employee, and through our influential trust partners we have increased the scope of our work and the opportunities available to students and our staff.

### OUR VISION

To provide transformational educational opportunities for children across London, setting the agenda for social mobility and sector-wide change.

### MISSION STATEMENT

Our mission at UST is to improve the outcomes of all our pupils by ensuring we train, recruit and retain the highest calibre of staff across our workforce. Our teaching practice will be research led in partnership with our academic Trust sponsors and the evidence collated will influence local, national and international policy. We will share our best practice with others, extending our success and influence. A critical mass of schools will enable a flexible, school-to-school support structure which will ensure a platform to develop school leaders. Leaders at all levels will provide a systematic succession plan for our schools.

### JOB PURPOSE:

1. To support the school and ensure the smooth running of our operations.

### SPECIFIC RESPONSIBILITIES:

#### Administration

1. To support the smooth running of the school office, using a variety of administrative, clerical and secretarial skills.
2. On Call/ Internal Exclusion room duties.
3. To support the reprographics team.
4. To support the preparation of events which may include admin tasks or setting up of refreshments or set up of the space.

5. To support the upkeep of spaces once events have ended.
6. To support with the production of media resources.
7. To support with the set-up, maintenance and upkeep of displays around the school.
8. To ensure that all enquiries are dealt with in strict confidence and that information is only disclosed to the appropriate persons.

#### General Duties:

1. Providing first aid support is required and undertaking relevant training.
2. Break and/or lunch duties.
3. Attend and support school events as required.
4. Ensuring that all duties and responsibilities are discharged in accordance with the school's Safeguarding and Health & Safety at Work Policy.
5. Any other duties commensurate with the grade of the post and which may reasonably be required by the senior leadership team of the school

#### Vision and Values

1. To lead by example, providing inspiration and motivation, and embody for all stakeholders the vision, purpose and leadership of the school.
2. To develop and maintain a culture of high expectations for self and others.
3. To role model excellent behaviour and conduct in all regards to staff and students.
4. To operate in support of the school's vision and values at all times.
5. To demonstrate collaborative leadership, working with colleagues to achieve desired outcomes.
6. To be empowering, by delegating clearly, giving effective steers and appropriate freedoms for colleagues to act.
7. To be supportive and enabling, with the ability to hold colleagues to account and hold difficult conversations appropriately.
8. To regularly seek out constructive critical feedback and to use this alongside rigorous self-reflection to set targets for personal growth and development.
9. To take responsibility for day-to-day management of designated staff.
10. To demonstrate a flexible approach to the delivery of work.

#### Staff Development

1. The postholder will be required to undertake training as required to be effective in carrying out all duties.

#### Student Support and Progress

1. As a member of the school's support staff team to contribute to building and maintaining a culture of high expectations and achievement.
2. To work with the broader community to promote St Paul's Way School, and the opportunities for students to thrive and develop personally and educationally.
3. To develop and maintain strategic relationships with outside organisations to deliver programmes that benefit SPW students.

#### Equality and Diversity

1. The school has a strong commitment to achieving equality in its service to pupils, parents and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

#### Health and Safety:

1. The post holder shall ensure that the duties of the post are undertaken with due regard to the School's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

#### Safeguarding:

1. Be keenly aware of the responsibility for safeguarding children and to help in the application of the Safeguarding and Safe Practices policy within the school.
2. Comply with the school's Safeguarding Policy in order to ensure the welfare of children and young persons.

***This Job Description is not intended to be prescriptive. The needs of the school may change and this could necessitate revision in the future and amendment at any time, following appropriate consultation.***

### JOB DESCRIPTION AGREEMENT

The postholder will be line managed and appraisal managed by: Executive Assistant and Officer Manager with a designated member of the Senior Leadership Team.

The above job description was agreed on .....(date). It may be reviewed and/or amended at any time but before this happens you will be given appropriate opportunities to discuss the proposed amendments. It will be reviewed as part of the annual appraisal process

Signed \_\_\_\_\_ Date

**Post holder**

Signed \_\_\_\_\_ Date

**Headteacher**

# Person Specification

## Support Officer

Knowledge and Experience	Essential	Desirable
<ul style="list-style-type: none"> <li>GCSE A*- C English and Maths.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>BTEC Level 3 Business Administration or equivalent experience gained whilst working in a similar role.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working in a secondary school environment.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Excellent IT skills including Word, EXCEL, email and the internet.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of working in a busy office environment.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Highly developed organisational skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience in the use of electronic data transmission.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of managing a complex workload with competing and rapidly changing priorities.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of collaborating and partnering with internal and external stakeholders.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>A sound knowledge of computer databases and spreadsheets.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good working knowledge of school-based management information system.</li> </ul>		✓
Skills & Abilities	Essential	Desirable
<ul style="list-style-type: none"> <li>Accurate fast word processing skills.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Excellent literacy and numeracy skills.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work independently and to take initiative when appropriate.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent written and oral communication skills to communicate clearly and concisely with others.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to pay close attention to detail.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Good written skills to draft routine reports and correspondence and take accurate messages or notes at meetings.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Able to analyse data and information to produce clear reports on trends, patterns and other observations.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Able to use basic project management disciplines to lead or contribute to project work.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Sound time-management skills, including ability to determine priorities and deal with conflicting deadlines.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to maintain effective and accurate records.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work well under pressure in the school environment (including as part of the administrative team).</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to set and work to agreed targets and work schedules.</li> </ul>	✓	

<ul style="list-style-type: none"> <li>Ability to work proactively to achieve efficiency and effectiveness of a team of staff.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Resourcefulness, enthusiasm and flexibility.</li> </ul>	✓	
<b>Professional knowledge and understanding</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Excellent interpersonal skills and communication skills to deal with staff, pupils, borough staff, Governors and outside agencies, including the ability to promote the image of the school.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>An understanding of the necessity for maintaining strict confidentiality.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience, or empathy with, working in a multicultural environment.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>IT literate and willing to undertake further training as required.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Understanding of and ability to maintain high standards of punctuality and attendance.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>A commitment to continuous professional development.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Excellent interpersonal skills and communication skills to deal with staff, pupils, borough staff, Governors and outside agencies, including the ability to promote the image of the school.</li> </ul>	✓	
<ul style="list-style-type: none"> <li>A Satisfactory Enhanced DBS check</li> </ul>	✓	