

Lancashire County Council

Role Profile - Operational Context Form

Post title: School Business Support Officer 5					
Directorate: CYP			Location:	Schools	
Establishment or team:				Post number:	
Grade:	Grade 7	Staff responsibility:	Yes	Essential Car user:	

To be responsible for the planning, development, and implementation of financial and administrative services either within a small primary school or nursery or as a support role in a larger school

Accountabilities/Responsibilities – appropriate for this post:

Key duties:

1. To undertake all business and financial management transactions relating to school resources, and prepare reports to Headteacher as required.
2. To manage the schools administrative function through planning, developing, designing and monitoring administrative systems and procedures
3. To manage a small team of support staff, including actioning appraisals, recruitment and selection.
4. To assist the Headteacher and governing body with income generation activities and in promoting and marketing the school, including lettings
5. To arrange the provision, analysis and evaluation of data, detailed reports and information to the senior leadership team, the governing body and outside agencies
6. To manage the administration of human resources processes.
7. To assist in the procurement process, including securing appropriate service contracts, licences and insurance.
8. To support the implementation of the school's health and safety policies as directed.

Individuals in this role may also:

1. Monitor and administer a whole school budget of an average of £250,000 or,
2. Monitor and administer the administration budget in a secondary school.
3. Undertake a PA role to the Headteacher or other senior member of staff.
4. Coordinate staff cover arrangements

Additional supporting information – specific to this post.

Indicative knowledge, skills and experience

- Experience in administrative / finance roles.
- Working at or towards the Certificate of School Business Management (CSBM) or equivalent qualification.

- Typically, this role would be in a small primary school or nursery school, with an average budget of £250,000, an average pupil role of 60 and an average of 10 support staff
- Or an Office Manager in a secondary school working to a Business Manager

Summary: Office manager in secondary school or support staff manager in a small primary or nursery school. May monitor and advise on administration budget in a secondary school or whole school budget in a small primary or nursery school.

Knowledge:

Need to be authoritative on methods systems and procedures. Co-ordination of a team of employees whose tasks are broadly similar in basic objective, for example, finance, HR, administration. Planning typically weeks to months ahead. Skills of persuasiveness or assertiveness as well as sensitivity to the other person's point of view are often required to influence behaviour, change opinions or turn situations around, but debates can be won by presenting fact or evidence. This job may have a role in dealing with parents or pupils.

Problem Solving:

Because of changing priorities and differing situations the job holder has the latitude to consider which among many procedures should be followed. Differing situations requiring the identification and solution within the area of expertise and acquired knowledge. Has a distinct supervisory role.

Accountability:

Working within already established precedents, policies and procedures. May also monitor an administration budget or a whole school budget of £250,000 on average of which the jobholder provides advice to others to make decisions.

Prepared by:	Helen Brooks	Date:	18.12.2024
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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 co-operate 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.

Grade Profile

Level One – Managerial (Grade 7)

Level One Purpose

Supervises or co-ordinates a small team engaged in similar work to the roleholder to deliver a highly focused Council Service to meet well-defined, short term deliverables.

Scope of Work

Role holders at this level will be expected to oversee the day to day tasks and activities of a team, and may need to manage budgets if responsible for a large operations team. They must be able to use judgment to deal with daily unforeseen problems, with limited guidance from superiors but within established and known procedures. Roles at this level are typically the first level of supervision or line management in the Council, normally relating to routine support services. They will generally have freedom over practical day to day decision-making within closely defined policies and procedural guidance.

Accountabilities/Responsibilities

- Co-ordinate the work of a team to ensure workflow is managed smoothly, that Council processes are properly implemented, and that outputs are accurately recorded.
- Manage the performance of staff, following Council policies and procedures e.g. sickness monitoring.
- Identify and raise opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services.
- Act as a technical reference for the team, monitoring and providing guidance on escalated issues.
- Train others in the use of equipment, systems or work methods in order to support the development of the team.
- Manage a small budget, and/or influence decisions about larger budgets, to ensure appropriate resources are available to run the team or work area.

Skills, knowledge and experience

- GCSE or equivalent plus experience of working in a similar role OR specialised skills acquired through significant on the job experience
- Comprehensive understanding of the work practices, processes and procedures relevant to the role
- Experience of supervising staff, including ability to delegate and track performance
- Experience of managing budgets and resources
- Empathy and sensitivity to the needs of staff
- Good written and verbal communication skills

In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Accuracy of team's work
- Achievement of short term milestones
- Budgeted vs. Planned expenditure
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism, etc.)

