**Business Support Operations Manager**

**ROLE:**

Leading the Business Support function of school, this role will coordinate the workloads and response from the Pastoral Admin, Reception and Digital Reprographic teams to meet ongoing and varied demands. Other responsibilities include providing PA support to the Headteacher and responding to complaints, supporting SLT with organising school events ensuring high standards of safeguarding and experience for all stakeholders.

**ACCOUNTABILITY:**

Line management for the role is through the Headteacher

Applicants must demonstrate a thorough understanding of safeguarding protocols and adhere to the statutory requirements for regulated activity with children, always ensuring student safety and well-being.

**SPECIFIC RESPONSIBILITIES INCLUDE:**

* Support the Headteacher with diary management, liaising between local governance at Blackpool Governors Hub, the Trust and other stakeholders
* Working closely with the Headteacher, coordinate the response to complaints, triaging and contacting parents where necessary
* Communicating with parents regarding school events, central collation of information and providing bespoke behavioural and pastoral support for the Headteacher and Deputy Headteacher
* Completion of permanent exclusion paperwork ensuring statutory guidelines and deadlines are followed and met, supporting the Headteacher with statutory requirements regarding governance including admissions and appeals, liaising with the Local Authority and clerking ad hoc meetings
* Line management of the Business Support operational teams – main reception and digital reprographics and working closely with the pastoral admin team – coordinating their response to workload to ensure business needs and deadlines are met, ensuring reception is staffed during opening hours and providing cover for absence
* Working closely with the Pastoral Team – Heads of Year, Pastoral Manager and Pastoral Deputy Headteacher – to ensure flow of information required by the reception teams is correct and processes are robust to maintain positive relationships with parents
* Manage the organisation of whole school events liaising with SLT, the Marketing Officer and other stakeholders ensuring safeguarding processes are followed and a high standard of experience for all
* Driving LSA’s standard of experience for all visitors and stakeholders, making sure they are in line with the school’s vision, values and culture and ensuring excellence at all times.
* Proof reading of social media and external departmental correspondence

Lytham St Annes High School is committed to safeguarding and promoting the welfare of young people and expects all staff and volunteers to share this commitment and to demonstrate suitability for working with young people. The successful applicant will be required to undertake and maintain an enhanced DBS check.

* At all times to carry out the duties in accordance with school-based policies, the Data Protection Policy and Health and Safety procedures.
* Continuing professional development and participation in the staff review system are requirements of the role.
* Participate in relevant meetings and subject specific training appropriate to the role.
* Responsibilities/duties may be varied at any time to meet changed circumstances in a manner compatible with the post held.
* The post holder will be expected to work their hours flexibly depending on the operational needs of the school.
* It is the responsibility of drivers who intend to use their vehicles for work related purposes to ensure they hold the appropriate level of business insurance and full UK driving license.

Responsibilities contained in this job description may be modified or amended at any time after consultation with the post holder

Annual Arrangements : Full Time – Term time plus 5 days INSET

HOURS: 37 Hours

SALARY: Grade 7 (scp 19 – scp 25) LCC EPR 12 Grade Model

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**R. Baker – HEADTEACHER**