

# Lancashire County Council

## Role Profile - Operational Context Form

<b>Post title:</b> School Business Support Officer 3					
<b>Directorate:</b> CYP Schools			<b>Location:</b>	Penwortham Primary School	
<b>Establishment or team:</b>		Administration		<b>Post number:</b>	
<b>Grade:</b>	Grade 5	<b>Staff responsibility:</b>	None	<b>Essential Car user:</b>	No

**Scope of Work – appropriate for this post:**

Working independently on a varied range of tasks which may require the use of some analysis and judgement to complete including, but not limited to, being responsible for co-ordinating, monitoring and organising administrative/clerical or financial systems and procedures for the school. There may be a requirement to provide support and guidance to other members of staff and be able to deal with correspondence or enquiries and co-ordinating, monitoring and managing administrative/clerical activities or financial processes.

**Accountabilities/Responsibilities:**

**Customer Service and Communication**

Act as the first point of contact for all visitors, parents and external agencies

Handle enquiries in a professional, friendly and efficient manner

Maintain a welcoming and supportive front office environment

**Administration and Office Management**

Oversee daily office operations, ensuring administrative systems run efficiently

Manage correspondence, filing, and record-keeping in line with data protection policies

Support the leadership team with diary management, meeting coordination, and minute-taking

**Attendance Management**

Monitor and record student attendance using the school's MIS system

Follow up on absences and liaise with parents/carers as needed

Produce attendance reports and support interventions to improve attendance

**Social Media and Marketing**

Manage the school's social media accounts and website content

Create engaging posts and campaigns to promote school events, achievements, and values

Support the development of newsletters, flyers, and other promotional materials

### **Finance and Procurement**

Assist with ordering supplies, processing invoices, and maintaining budget records

Liaise with suppliers and service providers as required

### **General Duties**

To work within school policies and procedures.

To contribute to the provision of an effective environment for learning.

To support the promotion of positive relationships with parents and outside agencies.

To attend skill training and participate in personal/performance development as required.

To take care for their own and other people's health and safety.

To be aware of the confidential nature of issues.

### **Additional supporting information – specific to this post.**

#### **Indicative knowledge, skills and experience**

- Experience of working in an administrative role.

#### **Additional Information:**

**Prepared by:**

Business Manager

**Date:**

05/06/2025

**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

#### **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.

#### **Attendance**

Good attendance enhances the service delivered by schools, minimises staffing difficulties and ensures best value to the school. It is essential that applicants for positions in this school can evidence a previous satisfactory attendance record/commitment to sustaining regular attendance at work.