

Business Support Officer (HR)

Grade 8 (SCP 12 – 17)

Job Description

JOB PURPOSE

To provide high-quality operational HR support to the school, leading on day-to-day workforce administration, cover coordination, staff absence management and HR operational processes.

The postholder will support managers and employees across a range of HR matters, ensuring compliance with Trust policies, employment procedures, safeguarding requirements and safer recruitment practices. The role will contribute to the effective management of the employee lifecycle, support workforce wellbeing and attendance and help maintain a compliant, efficient and effective workforce

KEY RESPONSIBILITIES

1. HR – Cover

- To manage the school's cover requirements, ensuring that staff are deployed in the most cost-effective way.
- Book agency staff as required via the trust portal providing sufficient detail for coding including reason for cover and staff member / vacancy covered.
- Ensure that agency staff have the necessary experience for the pathway they are covering.
- Ensure that agency staff have an appropriate induction and training to enable them to perform their duties and provide timetables for the duration of the cover period.
- Act as the main point of contact for agency staff, ensuring safeguarding guidelines are followed, safer recruitment requirements are followed and organising any additional training, e.g. hydro pool, manual handling, as required.
- Ensure clear and regular communication of cover arrangements to all relevant staff.
- Monitor cover trends and provide reports on absence levels and cover usage to management as required.
- Quality assure the work of agency staff by proactively seeking feedback and acting upon findings.
- Maintain the agency staff handbook.
- Build and maintain a positive relationship with the agency managers, ensuring that they have a clear understanding of the needs of the school.
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2. HR – Absence Management

- Manage the return to work (RTW) process, conduct confidential RTW meetings offering support and guidance where necessary and escalating any concerns if required, ensuring that all documentation is prepared in a timely manner.
- Act as first point of contact for long term sick staff offering support and guidance.

- Signpost staff to Mediacash and other trust incentives as appropriate.
- Provide weekly updates regarding sickness absence to the Business Operations Manager.
- Produce staff absence history reports for the Business Operations Manager as required, identifying patterns in illness that may require further investigation.
- Monitor and report on staff wellbeing initiatives and absence statistics to support staff retention.
- Assist with the preparation of documentation for formal absence hearings and meetings and take minutes at absence management meetings.
- Support managers in applying the Trust's absence management policies consistently and fairly, liaising with the central HR team as required.
- Minute any union meeting and prepare any necessary documentation.
- Where necessary, conduct home visits to staff absent due to illness with the Business Operations Manager.
- Arrange face to face meetings wellbeing meetings for long-term sick staff with the Business Operations Manager.
- Oversee the leave of absence (LOA) process to highlight when a staff member has used their allocation of paid leave of absence as per the policy.
- Advise staff on LOA procedures relating to staff absences.
- Maintain accurate and secure personnel records in line with GDPR and data protection legislation.
- Maintain confidentiality and comply with employment legislation and Trust policies at all times.
- Liaise with HR/Payroll Departments as required.
- Arrange referrals to Occupational Health and prepare staff risk assessments as required, seeking support for any complex staff risk assessments from the external Health & Safety consultants.
- Assist managers in implementing Occupational Health recommendations, reasonable adjustments and workplace support measures.
- Support managers in monitoring attendance triggers and identifying absence trends requiring further intervention.

3. HR Operations and Reporting

- Produce workforce reports, HR metrics and management information to support decision-making and workforce planning.
- Analyse attendance, absence and cover data, identifying trends and areas for improvement.
- Support the implementation and monitoring of Trust HR policies and procedures.
- Assist with internal and external audits relating to HR records, safer recruitment, absence management and staffing compliance.
- Attend meetings as required and produce accurate minutes, action logs and associated documentation.

4. Other

- Ensure compliance with GDPR, data protection legislation and records retention requirements.
- Process and store sensitive personal information appropriately and securely.
- Support internal and external audits relating to HR, absence and staffing records
- Promote the trust's vision and champion the trust's values.
- Attend Governor meetings as required and assist with taking and producing accurate minutes.

- Undertake general office and administrative duties at busy times to support the effective operation of the school.
- Undertake any other duties and responsibilities commensurate to the grade.
- Ensure that you understand and comply with the trust Health and Safety policy by following the relevant procedures that are in place.
- Read, uphold, and promote the safety and wellbeing of students as set out in the trust safeguarding procedures.
- Promote high standards of personal professional conduct in accordance with the trust Employee Code of Conduct.
- Please note that the job description provided is not an exhaustive list of all responsibilities and duties associated with this position.

Person Specification

CRITERIA

Experience, Qualifications and Training: On their application form, candidates will demonstrate that they have the following training, qualifications and school experience:

ESSENTIAL

- GCSE Maths and English at Grade C or above.
- CIPD level 3 or experience of managing cover for staff in a busy school environment.
- Knowledge and experience of a various software packages. i.e. Microsoft Word and Excel.
- Experience of using MIS systems.
- Experience of using Cover Manager software.

DESIRABLE

- Experience of producing management information reports and analysing data.
- Knowledge of employment policies and HR procedures.
- Mental Health First Aid or wellbeing-related training

CRITERIA

Ability, Skills and Knowledge: In their statement of suitability and during the selection process, candidates will demonstrate that they have the following ability, skills and knowledge:

ESSENTIAL

- Understanding of safeguarding requirements, safer recruitment practices and Single Central Record compliance.
- Ability to deliver high standards of customer service and build positive relationships with employees, managers and external stakeholders.

- Understanding of the employee lifecycle including recruitment, onboarding, probation and leaver processes.
- Ability to communicate verbally and in writing effectively and confidentially with persons at all levels.
- Ability to work pro-actively to achieve efficiency and effectiveness.
- Ability to organise own tasks and time with conflicting priorities and with minimum supervision.
- Ability to build and maintain effective working relationships with a wide variety of people.
- Ability to maintain strict confidentiality in all matters.
- Excellent organisational and administrative skills.
- Strong attention to detail and accuracy.
- Excellent IT skills, including Microsoft Excel for data analysis and reporting.
- Knowledge of staff absence management processes and procedures.
- Understanding of confidentiality, data protection and GDPR requirements.
- Ability to remain calm and prioritise effectively under pressure.

CRITERIA

Personal style and behaviour: In their statement of suitability and during the selection process, candidates will explain how they have they demonstrate their personal style and behaviour:

ESSENTIAL

- Commitment to continuing professional development
- Ability to work with tact, sensitivity and confidence
- Ability to work on own initiative
- Professional, flexible and resilient approach to work.
- Strong customer service and relationship-building skills.