



St Joseph

Catholic Multi Academy Trust

JOB DESCRIPTION and PERSON SPECIFICATION

Job Title:	Business Support Officer	Grade:	Grade 4/5
Area/Section:	Holy Family Catholic Academy	Salary:	SCP 12-20
Date Prepared:	June 2026	Hours:	37 hours per week
Reporting to:	Headteacher	Contract:	Term time plus 1 week

Role Purpose

Under the direction of the Headteacher and in liaison with central services, work as part of a busy team to lead and coordinate an efficient and effective administration service for the school, ensuring that systems, processes and compliance requirements are maintained to a high standard at all times.

Role Summary

- Lead and coordinate the day-to-day administrative operations of the school office, ensuring smooth and efficient processes
- Act as the main point of contact between school administration and central teams (Finance, HR, Compliance)
- Oversee administrative systems relating to pupil data, attendance, finance processes and compliance
- Act as the school's Data Protection Lead (DPL), liaising with the Trust Data Protection Officer (DPO)
- Support school leadership by ensuring that key administrative processes are accurate, timely and compliant

Key Responsibilities and Accountabilities

Administration and Office Operations

- Oversee the daily running of the school office, ensuring a professional and efficient service
- Line manage and support Business Support Assistant(s), including work allocation and performance monitoring
- Act as an escalation point for complex administrative queries
- Ensure all administrative systems and processes are consistently applied and followed
- Maintain high standards of organisation, record keeping and office presentation

Pupil Data and MIS

- Oversee the maintenance and accuracy of pupil records on the school's Management Information System (MIS)
- Conduct data validation and quality checks to ensure compliance and accuracy
- Lead the preparation, validation and collation of statutory returns (e.g. school census), ensuring accuracy and completeness ahead of submission by authorised personnel
- Produce reports and analyse data for school leaders

Attendance

- Oversee attendance processes and ensure accurate recording and timely follow-up
- Monitor attendance trends and escalate concerns appropriately
- Coordinate attendance communications including letters, meetings and panels
- Produce attendance reports for leadership and external use

Safeguarding and Compliance Administration



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- Ensure safeguarding administration systems are maintained and up to date
- Support the preparation of safeguarding audits and inspections
- Coordinate the completion of statutory declarations and compliance processes (e.g. staff declarations, training records)
- Support GDPR processes including record management and retention and data accuracy
- Ensure safeguarding, data protection and health and safety procedures are followed for all administrative processes

Data Protection (DPL Responsibilities)

- Act as the school's Data Protection Lead, ensuring compliance of data protection and GDPR requirements at school level
- Maintain accurate and up-to-date records in relation to data protection, including data audits and retention schedules
- Coordinate and support the handling of Subject Access Requests (SARs) and other data-related enquiries in liaison with the Trust Data Protection Officer (DPO)
- Promote best practice in data handling, storage and disposal practices are followed across the school
- Support the investigation and reporting of data breaches, escalating to the Trust DPO as required
- Liaise regularly with the Trust Data Protection Officer to ensure compliance with policies, procedures and statutory requirements

Finance Administration

- Oversee school-based finance administration processes including invoicing, payments and income tracking
- Monitor debts and arrears and ensure appropriate follow-up
- Liaise with central finance teams regarding queries and processing
- Ensure adherence to financial procedures and support audit preparation

HR Administration

- Coordinate HR administrative processes including recruitment, absence monitoring and probation processes
- Coordinate staff induction processes, ensuring all new starters complete required documentation, checks and mandatory training in line with Trust policies
- Support the maintenance of the Single Central Record through accurate and timely updates
- Liaise with central HR teams to ensure compliance with statutory requirements
- Maintain accurate personnel records in line with data protection requirements
- Oversee supply staff arrangements, ensuring appropriate booking processes are followed and all safeguarding and compliance checks are completed
- Monitor the use of supply staff and escalate concerns or trends to school leadership

Website Administration and Compliance

- Maintain and update the school website to ensure content is accurate, current and compliant with statutory requirements
- Ensure all required statutory information is published and reviewed regularly in line with DFE guidance
- Liaise with central teams to obtain updated policies and documentation for publication
- Support the preparation of website evidence for inspections and audits

School Operations

- Coordinate administrative aspects of school activities including admissions, trips and events and operational planning
- Oversee communication systems to ensure effective communication with parents, staff and external agencies



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- Support leadership with the coordination of key school processes and deadlines
- Ensure consistency and efficiency across administrative workflows

General Responsibilities

- Follow all Trust policies and procedures relating to statutory requirements including safeguarding, health and safety and data protection
- Participate in performance and development review processes
- Develop and maintain positive relationships with staff, pupils, parents and external stakeholders
- Maintain confidentiality at all times in respect of school-related matters
- Undertake such other duties as are appropriate to the grade of the post

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Trust and Academies are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust.



PERSON SPECIFICATION

The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.

	Essential	Desirable
1. Qualifications and Training		
Relevant administrative qualification or equivalent experience	✓	
Evidence of ongoing professional development		✓
Minimum of 5 GCSE (including Mathematics and English) at Grade A-C or Equivalent.	✓	
2. Experience		
Experience working in a busy administrative environment	✓	
Experience within a school or education setting		✓
Experience supervising or coordinating staff	✓	
Experience working with MIS systems (e.g. SIMS, Arbor)	✓	
3. Knowledge and Skills		
High standard of literacy and numeracy	✓	
Strong ICT skills including Office 365	✓	
Ability to maintain accurate records and data systems	✓	
Strong organisational and time management skills	✓	
Ability to interpret and follow procedures and policies	✓	
Ability to analyse and present data	✓	
Effective communication skills with a range of stakeholders	✓	
Ability to work independently and use initiative	✓	
4. Professional and Personal Qualities		
Commitment to safeguarding and confidentiality	✓	
Professional, calm and organised approach	✓	
Ability to manage competing priorities	✓	
Strong interpersonal and team working skills	✓	
Flexibility and willingness to adapt	✓	
Commitment to high standards and continuous improvement	✓	
A commitment to the Trust's core purpose around giving children the best possible Catholic education	✓	
Commitment to high educational, professional and personal standards, acting with integrity and honesty to safeguard the financial probity and reputation of the academy	✓	
Understanding of promoting positive relationships with the wider academy community	✓	
Thinks and acts strategically by reflecting and analysing and making sound ethical judgements	✓	
Works to high levels of accuracy	✓	

The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.



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Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Trust obtaining a satisfactory Enhanced and Barring List Disclosure from the Disclosure and Barring Service (if ticked as an essential requirement).	✓	
	If the post-holder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	✓	
	If the post-holder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A
The employment checks are required:			
	Evidence of entitlement to work in the U.K.	✓	
	Evidence of essential qualifications – section 1 of PS	✓	
	Two satisfactory references	✓	
	Confirmation of medical fitness for employment	✓	
	Registration with appropriate bodies (where applicable)	✓	