

Post title	School Resource Officer
Salary and grade:	Grade 6, pay point 6-8 - £26,847-£27,710 (actual £14,128-£14,582)
FTE:	Fixed Term, 22.5 hours per week, term time only
Line manager/s:	School Business Officer



Main purpose of the job:

To provide reliable, high-quality administrative and operational support within the school. The School Resource Officer (SRO) supports with reception duties, finance processing, HR paperwork, recordkeeping, estates support, communication systems, and general day-to-day administrative tasks.

Working as part of the School Resource Team, the postholder contributes to the effective delivery of key business services and plays a valuable role in supporting the school's daily operations, in line with Trust expectations.

Key duties and responsibilities

Operational and Administrative Support:

- Support the effective delivery of day-to-day administrative tasks across key school business functions
- Maintain accurate records and systems in line with Trust and school procedures
- Assist with the preparation of documents, correspondence, and internal reports
- Draft and format clear, professional letters, emails, and documents, ensuring accuracy and a high standard of presentation
- Respond professionally to routine queries from staff, parents, and visitors
- Support all business services to contribute positively to the school's reputation and stakeholder relationships.
- Support school in developing effective communication with parents, carers, and the wider community.
- Support effective liaison with external professionals, including therapists, local authority officers, and social workers
- Support the administration of medical needs records, pupil transport arrangements, and LAC related documentation, following guidance from senior colleagues
- Assist with the organisation and administration of internal and external examinations, including preparing materials, distributing timetables, and supporting staff and pupils during exam periods

Data & Communication:

- Provide front-office and reception support, including managing visitors and incoming communications

- Monitor shared inboxes, handle calls, and support the circulation of information
- Support with event coordination, and internal/external communications
- Support data entry, pupil record updates, and management information system maintenance
- Maintain accurate data and information records and ensure all systems meet compliance with Trust policies and public sector regulations.

Finance & Procurement Support:

- Process purchase orders, receipts and financial transactions
- Assist with petty cash and income logging in accordance with Trust policies
- Support the accurate coding and entry of financial records into Trust systems
- Monitor delivery of goods and manage supplies and stock records

Infrastructure and Estates

- Support in the recording of maintenance tasks and general estates administration

Staff Development and Professional Support

- Participate in relevant training and professional development activities
- Engage positively with the SRBP and wider Trust business services network
- Work collaboratively with colleagues to support effective, consistent delivery
- Contribute to a culture of professionalism and continuous improvement

General

- Act as an ambassador for the Trust's business services, modelling professionalism, integrity, and high standards.
- Maintain confidentiality and the highest standards of conduct at all times.
- Undertake any other duties commensurate with the role and grade, as required by the management.

As appropriate, the post holder's duties must be carried out in compliance with the following:

- Equal Opportunities Policy and Strategy;
- Information and Data Security Policies;
- ESFA's Financial Regulations as set out in the Academy Handbook;
- Health and Safety at Work Act (1974) (and subsequent health and safety legislation);
- Data Protection Act 2018;
- Information Records Management Toolkit for Schools.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

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 help us to apply our general statement of health and safety policy.

Safeguarding

Nexus MAT is committed to safeguarding and promoting the welfare of children and young people. The highest priority must be given to following the guidance and approaches to safeguard children and follow all safeguarding procedures outlined by the MAT and member schools.

Person Specification

		Essential	Desirable
Qualifications & Skills	Relevant professional qualification in admin, business support or equivalent experience		D
	GCSEs (or equivalent) in English and Maths at Grade C / 4 or above	E	
Knowledge & Experience	Experience in an administrative or office support role	E	
	Experience writing professional letters, emails, or reports	E	
	Experience working with families or children with additional needs		D
	Experience working in a school, Trust, or public sector setting		D
	Experience using management information systems		D
Personal Effectiveness	Excellent communication and interpersonal skills	E	
	Positive, professional, and responsive approach to work	E	
	Friendly, calm, and confident when supporting families, pupils, and staff	E	
	Willingness to learn and engage in professional development	E	
	Commitment to safeguarding and promoting the welfare of children and young people	E	
	Ability to work collaboratively as part of a team	E	
Thinking Ability	Ability to organise, prioritise and complete tasks to a high standard	E	
	Able to maintain accurate records and follow procedures	E	
	Ability to use initiative and respond flexibly to changing needs	E	
	Competent in the use of Microsoft Office and other digital systems	E	
	Able to manage confidential information sensitively and appropriately	E	