

Post title:	School Resource Officer
Salary and grade:	NJC 15 – 20 FTE £31,015 - £33,673 (Actual Salary - £27,197 - £29,528)
Line manager/s:	School Resource Manager
Hours:	37 hours per week, Term Time Only

Main purpose of the job:

To provide effective administrative and operational support across the school's business and resource functions, helping to ensure that day-to-day processes are delivered accurately, efficiently and in accordance with Trust and school procedures.

The post holder will provide practical administrative support across areas including pupil and staff records, data input and maintenance, examinations administration, careers and destination data, communications, human resources administration, estates records and general school business support.

The post holder will work closely with colleagues across the school and Trust, responding professionally to routine queries from staff, pupils, parents, carers and visitors and supporting effective communication and relationships with stakeholders.

The role requires a high level of accuracy, organisation and confidentiality, particularly when handling pupil, staff, examination and other sensitive information.

The post holder will receive direction and support from the School Resource and will contribute to the effective operation of the school's business support services.

Key duties and responsibilities

Administrative and Operational Support

- Support the effective delivery of day-to-day administrative tasks across key school business functions.
- Provide efficient and professional administrative support to staff and school leaders as required.
- Maintain accurate records, filing systems and administrative processes in accordance with Trust and school procedures.
- Respond professionally to routine queries from staff, parents, carers, pupils and visitors, referring more complex matters to the appropriate colleague.

- Support effective liaison with external professionals and organisations, including therapists, local authority officers, social workers, careers professionals and other agencies.
- Support the school in maintaining accurate records and evidence required for audit, compliance and operational purposes.
- Handle confidential and sensitive information appropriately and in accordance with Trust policies.

Data, Information Governance and Administrative Duties

- Support pupil record updates and the maintenance of accurate information within the school's Management Information System (MIS).
- Undertake accurate data input and routine data manipulation using school and Trust systems.
- Maintain accurate data and information records in accordance with Trust policies and data protection requirements.
- Assist with routine data checks and identify missing, inaccurate or inconsistent information, escalating issues where appropriate.
- Produce basic reports, lists and information from school systems as requested.
- Support colleagues with the effective use of administrative and information systems.
- Develop knowledge of relevant school systems and act as a knowledgeable day-to-day user, supporting colleagues with routine queries where appropriate.
- Maintain appropriate confidentiality and security when accessing, processing and storing information.
- Support compliance with Trust information governance, data protection and information security procedures.

Communications, Website and Marketing Support

- Assist with the preparation and distribution of school communications to parents, carers and other stakeholders.
- Prepare and format letters, emails, text messages, newsletters, event information and other communications as directed.
- Maintain records of communications issued by the school where required.
- Assist with routine updates to the school website and other approved communication channels.
- Support the uploading and organisation of appropriate school information and documentation.
- Assist with social media and marketing administration in accordance with Trust and school procedures.

Examinations Administration

- Provide administrative support for internal and external examinations.

- Assist with examination registrations and entries, ensuring information is recorded accurately.
- Organise and maintain examination paperwork and filing systems.
- Support the organisation and tracking of examination sign-in and sign-out documentation.
- Assist with BTEC and other examination-related paperwork and filing.
- Prepare and distribute examination-related letters and communications, including information relating to mock examinations, access arrangements and examination arrangements.
- Assist with the administration and recording of invigilator training and qualification records.
- Maintain accurate examination records on relevant school systems.
- Support the preparation of examination rooms, documentation and resources as directed.
- Liaise with pupils, staff and parents/carers regarding routine examination administration queries.
- Maintain confidentiality and security when handling examination information and materials.
- Support the Exams Officer during busy examination and results periods.
- The post holder will not have overall responsibility for the school's examination function and will work within the processes and direction established by the designated Exams Officer.

Careers and Destination Data

- Support the administration and maintenance of pupil destination data.
- Assist with the collection and tracking of destination information through telephone calls, correspondence and other agreed methods.
- Maintain accurate central records of destination information.
- Support the uploading and storage of destination data on relevant systems, including Compass+ where required.
- Assist with the submission of relevant information to Nexus and the updating of appropriate school records and website information.
- Upload documentation received from careers advisers into the correct pupil records and folders.
- Support the maintenance of evidence and records required for careers provision.
- Develop knowledge of Compass+ and support routine information uploads as required.

Human Resources

- Provide administrative support for recruitment and onboarding processes as directed.
- Assist with the preparation and organisation of recruitment and appointment documentation.

- Update staff databases and maintain accurate staff records.
- Support the administration of routine workforce information and reporting.
- Assist with the maintenance of the Single Central Record and associated documentation under the direction of the appropriate colleague.
- Ensure confidential staff information is handled securely and appropriately.
- Maintain accurate filing of HR documentation in accordance with Trust procedures.

General School Business Support

Provide general administrative support across school business functions as required.

- Assist colleagues with the preparation of documents, spreadsheets, records and reports.
- Undertake routine photocopying, scanning, filing, data entry and document management.
- Maintain accurate electronic and paper records.
- Support meetings and events through preparation of documentation, attendance records and other administrative requirements.
- Work flexibly to provide additional administrative support during busy periods.
- Contribute positively to the reputation of the school through professional, courteous and helpful interactions with pupils, parents, colleagues and external stakeholders.
- Undertake other reasonable duties consistent with the grade and responsibilities 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 Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Person Specification

Qualifications, Skills & Knowledge	Essential	Desirable
GCSE or equivalent in English and Mathematics at grade C/4 or above	•	
Good working knowledge of Microsoft Office, particularly Word and Excel	•	
Good IT skills and confidence in using a range of administrative systems	•	
Ability to enter, maintain and retrieve accurate information from electronic systems	•	
Good written and verbal communication skills	•	
NVQ Level 2/3 or equivalent qualification in business administration or a related discipline		•
Experience	Essential	Desirable
Experience of working in an administrative or business support role	•	
Experience of accurate data entry and record keeping	•	
Experience of using Microsoft Office and electronic information systems	•	
Experience of dealing professionally with a range of people	•	
Experience of working to deadlines and managing competing routine tasks	•	
Previous experience working in a school or other educational setting		•
Previous experience using a school MIS		•
Experience of examinations administration		•
Experience of pupil or student record administration		•
Experience of finance, procurement or HR administration		•
Experience of careers, destination data or communications administration		•
Thinking Ability	Essential	Desirable
Ability to follow established processes and procedures accurately	•	
Ability to organise and prioritise routine administrative tasks	•	
Proven organisational skills and high level of accuracy and attention to detail	•	
Ability to identify errors, omissions or inconsistencies and raise these appropriately	•	
Ability to work to deadlines and manage periods of increased workload	•	
Ability to use initiative within clearly defined responsibilities	•	
Ability to work effectively as part of a team	•	
Ability to learn and use new administrative systems	•	
Ability to deal calmly and professionally with routine queries and unexpected situations	•	
Personal Effectiveness	Essential	Desirable
Good communication and interpersonal skills	•	
Professional, approachable and helpful manner	•	
High level of personal integrity	•	

Ability to maintain confidentiality and discretion	•	
Reliable and well organised	•	
Positive and flexible approach to work	•	
Able to respond flexibly and adapt to changing circumstances	•	
Commitment to accuracy and high standards of administrative support	•	
Ability to establish effective working relationships with pupils, parents, colleagues and external stakeholders	•	
Positive attitude towards learning, development and change	•	
General	Essential	Desirable
The flexibility to meet the full range of job requirements	•	
A commitment to safeguarding and promoting the welfare of children and young people	•	
Demonstrate a firm commitment to the concept of Multi-Academy Trust	•	
A commitment to equal opportunities	•	
Be committed to staff development	•	