

Lancashire County Council

Role Profile - Operational Context Form

Post title: School Business Support Officer 2					
Directorate: CYP Schools				Location:	Whitworth Community High School
Establishment or team:		Administration		Post number:	N/A
Grade:	Grade 4	Staff responsibility:	N/A	Essential Car user:	N/A

Scope of Work – appropriate for this post:

Under supervision maintain, update and extract information from systems and database and provide general administrative/clerical support for the school. This could include producing management information and/or the provision of general advice and guidance to pupils, parents and staff or call for the use of higher level text processing/spreadsheet/IT skills or audio typing that involves the use of a range of software packages.

In addition to the following duties, the postholder may be required to undertake any of the duties associate with an equivalent or lower graded post.

Accountabilities/Responsibilities – appropriate for this post may include:

1. Undertake reception duties including answering telephone calls and responding to routine queries and emails, dealing with visitors and providing hospitality.
2. Provide general clerical and administrative support, including word processing, minute taking, filing routine correspondence, distributing mail, assisting in the preparation of school events.
3. Routine financial administration, including processing invoices, petty cash, postage, banking etc.
4. Maintaining and updating manual and computerised records including, for example, registers, records of free school meals, school trips, examinations etc including related financial administration.
5. Administering work experience arrangements.
6. Maintaining stock and ordering supplies, including the processing of orders, check of incoming deliveries, obtaining prices from occasional suppliers, arranging for payment of invoices and the distribution and storage of stock.
7. General welfare support, where required, including the responsibility for pursuing pupil absence with parents including recording and monitoring of absence and production of reports.

General

1. Allocation of work and demonstration of duties to lower graded administrative/clerical support as necessary.
2. To work within school policies and procedures.
3. To contribute to the provision of an effective environment for learning.
4. To support the promotion of positive relationships with parents and outside agencies.
5. To attend skill training and participate in personal/performance development as required.
6. To take care for their own and other people's health and safety.
7. To be aware of the confidential nature of issues.

Additional supporting information – specific to this post.

Indicative knowledge, skills and experience

- General experience of working in a busy office

Prepared by:	Headteacher	Date:	Autumn 2026
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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