Professor Ted Wragg, in whose memory the Ted Wragg Trust is named, was passionate about education in general, and in Exeter in particular, and about how education can transform young people’s futures.

The Trust share Ted Wragg’s passion for education and the difference it can make to social mobility, progression, self-esteem and ultimately success, in an increasingly competitive education and jobs market.

The Ted Wragg Multi-Academy Trust’s ambition is to raise the aspirations of young people and enable them to become fulfilled, confident and motivated citizens, able to contribute actively to a democratic society. All students within the Ted Wragg Multi-Academy Trust, regardless of social or cultural background, are motivated to succeed and make outstanding progress because their needs are met through creative, relevant and innovative provision.

THE AIMS OF THE TED WRAGG TRUST ARE TO:

- Work in genuine partnership to strengthen schools and their communities.
- Foster a culture of positive challenge and continual school improvement.
- Provide a common sense of purpose with a focus on outstanding teaching and learning.
- Offer an excellent educational experience so that every student fulfils their potential.
- Encourage a rich, dynamic and purposeful range of learning opportunities for all students.
- Develop life-enhancing values so that students leave school with a sense of self-worth and determination to succeed.

The Ted Wragg Multi Academy Trust currently has four school members, Isca Academy, St James School, Cranbrook Education Campus and Exwick Heights Primary School. West Exe School are currently in the process of joining. It has Trustees from the University of Exeter and Exeter College as well as from local businesses.

The key aspect that makes this Trust exceptional is that with the ‘Members’ we have an inspirational progression route from an Outstanding Primary, through an Outstanding FE College, to a world-class, top 100 Russell Group University.

Website: http://www.tedwraggtrust.co.uk
Job Description

Job Title: Business Support Officer
Location: Cranbrook Education Campus, Cranbrook
Responsible To: Head of Campus
Salary Grade: £21,268 - £30,153

Key Purpose of Job
To lead and manage effective and efficient administrative and information management systems for the Campus, that are legally compliant, fit for purpose and support the delivery of outstanding teaching and learning.

Anticipated Outcomes of Post
A professional, effective and efficient Business Support Service that meets the needs of the Campus and supports the delivery of outstanding teaching and learning.

List Key Duties and accountabilities of the post
1. Line Manage and lead the Campus Business Support Team, including day to day workload management.
2. Following a multi-task approach, ensure the Business Support team are working consistently and effectively across the campus.
3. Support the Head of Campus on the deployment of campus systems for communication, administration, business processes, Information Management Systems, Data, Information Governance, Attendance and HR which are consistent and embedded.
4. Support the promotion of an all-through culture and ethos for all staff, students and parents.
5. Lead on the management of HR, Payroll and Recruitment processes and administration.
6. Lead on ensuring the campus meets all areas of legal compliance in terms of business processes and administration, such as School Policies, Information Governance, SCR, Medical Plans, School Emergency Plan etc.
7. Lead on governance for the Campus and provide clerking duties to the Local Governing Body.
8. Lead on the management of information within the Campus website, ensuring it holds all statutory and legally compliant information.
9. Lead on the management of formal complaints and co-ordinate responses in line with the Trust Complaints Policy

10. Lead on the administration and monitoring of Exclusions in accordance with policy.

11. Lead on the management and administration of Student Information Management Systems and student data, including the production of reports.

12. Draft responses to letters and e-mails and produce reports on behalf of the SLT.

13. Deal with telephone enquiries to the school in a professional and efficient manner.

14. Organise venues, resources, refreshments, etc. for meetings and briefings being held by the SLT and Local Governing Body (LGB).

15. Assist with the planning and co-ordinating of programmes for visitors to the school, i.e., OFSTED, School Improvement Officers, Regional School Commissioner, Department for Education, etc.

16. Undertake any other duties or functions as required which generally support the Chief Executive Officer and Clerk to the Trust, in particular those requiring discretion with regard to sensitivity and confidentiality.

All adults in the academy have a statutory responsibility for the welfare and safety of children and young people and will be subject to regular DBS checks.

**Supervision / Line Management Responsibilities of the post**

1. Campus Business Support Team

**Working Environment & Conditions of the post**

1. Normal office environment

**Other Duties**

a) To undertake additional duties as required, commensurate with the level of the job.

b) To participate in induction training, staff review processes and professional development opportunities.

c) All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.

d) The Trust operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Trust buildings, enclosed spaces within the curtilage of buildings, and Trust vehicles.
e) The post-holder will be expected to have an agreed working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, members of other agencies and community members.

f) The post-holder is expected to familiarise themselves with and adhere to all relevant Trust and School Policies and Procedures.

g) The post-holder must comply with the Trust’s Health and Safety requirements specifically for the school they are working at.

h) This post is based at the Cranbrook Education Campus but the post holder may be required to move their base to any other location within the Trust upon request.

i) The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to an Enhanced Disclosure and Barring Service Check (DBS) before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
# Person Specification

<table>
<thead>
<tr>
<th>Area</th>
<th>Job requirements</th>
<th>Essential/Desirable</th>
<th>Evidence</th>
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<tbody>
<tr>
<td>A. Qualifications and Professional Development</td>
<td>GCSE English and Maths (grade C or above) or equivalent level of experience</td>
<td>E</td>
<td>A, C, I</td>
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<td>Willingness to identify and take part in relevant self-development opportunities</td>
<td>E</td>
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<td>Management qualification</td>
<td>D</td>
<td>A</td>
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<td>B. Experience</td>
<td>Leading and managing a team</td>
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<td>Business process re-engineering</td>
<td>D</td>
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<td>Administrative experience gained in a busy working environment</td>
<td>D</td>
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<td></td>
<td>Experience of producing reports, statistical and factual.</td>
<td>D</td>
<td>A, I</td>
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<td></td>
<td>Change Management</td>
<td>D</td>
<td>A, I</td>
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<tr>
<td>C. Knowledge/Skills</td>
<td>To work under pressure and prioritise workload to meet deadlines</td>
<td>E</td>
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<td></td>
<td>Ability to remain calm in complex and pressurised situations</td>
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<td></td>
<td>Good interpersonal skills. Ability to communicate confidently at all levels and develop and maintain effective working relationships</td>
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<td>Good level of written and verbal skills (including an excellent telephone manner)</td>
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<td>Ability to take minutes of meetings</td>
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<td>Ability to exercise discretion and maintain confidentiality</td>
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<td>Highly developed organisational skills with the ability to multitask. Can work flexibly and on own initiative</td>
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<td>Ability to carry out detailed work whilst maintaining accuracy and attention to detail. Accurate typing skills.</td>
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<td>Excellent standard of ICT skills, including Microsoft Office applications, in particular Word, Excel, Powerpoint and Outlook</td>
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<td>A, I</td>
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<tr>
<td>D. Other Conditions</td>
<td>Must pass relevant safeguarding of children checks</td>
<td>E</td>
<td>C</td>
</tr>
</tbody>
</table>

**Key to Evidence:**
A – Application Form & Letter
C - Certificates
I – Interview
R - References