

Barnet Education and Learning Service



Business Support Officer

Barnet Education & Learning Service (BELS)

Closing date: 3 May 2026

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Welcome to Barnet Education & Learning Service (BELS)

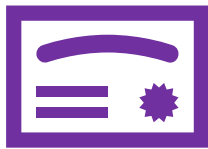
About Us

<https://www.bels.org.uk/>

Barnet Education & Learning Service (BELS) is a local authority owned company responsible for providing Barnet Council's Education & Skills service to Barnet schools and settings.

The BELS Board of Directors has representatives from Barnet Primary Headteachers' Forum, Barnet Secondary Headteachers' Forum and Barent Parent-Carer Forum as well as Senior Leaders from the Council enabling a truly collaborative approach to decision-making and delivery which brings the best outcomes for Barnet's schools, educational settings, colleges, students, and young people. The Board of Directors also includes a BELS Staff Director in addition to our Chief Executive.

Along with statutory services, BELS provides a range of traded services to schools and settings, equipping them with the latest tools, training, and programmes to improve school standards and outcomes.



95% of Barnet schools are good or outstanding and Barnet is now in the top 10% for almost all measures of achievement in schools and the top 5% for many of the measures.

We are proud to play a part in creating resilient communities where pupils are high achieving and engaged by providing schools and settings with everything they need to help pupils reach their goals and achieve outstanding outcomes. We have highly experienced teams who stay abreast of new developments and best practices to empower teachers and governors in a changing world.

Our Values and Behaviours



Dear Applicant,

Post: Business Support Officer

Thank you for the interest you have shown in the above opportunity.

This Information Job Pack gives a full explanation of the role and working for Barnet Education and Learning Service (BELS). We are excited to learn what you can bring to BELS and Barnet's schools and settings. If you are passionate about delivering a high level of service, working in a dynamic and supportive team and making a difference then I encourage you to apply for the post.

To apply for this post, please visit: [Search Jobs - BELS External Career Site Careers](#)

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

The closing date for applications – 03/05/2026 and 5pm
Interviews will be held – 13/05/2026

If you would like to discuss this position on an informal basis, please contact me at: Nanda.gorasia@barnet.gov.uk or 0208 359 5123.

I look forward to receiving an application from you.

Yours faithfully

Nanda Gorasia
Team Leader
Barnet Education and Learning Service
2 Bristol Avenue, Colindale, NW9 4EW
Email: nanda.gorasia@barnet.gov.uk
Tel: 0208 359 5123

Advert

Job Title: Business Support Officer
Contract Type: 12 Months Fixed Term Contract
Working Hours: Full Time (36hrs P/W), all year round
Salary Range: £33,495 – £36,585 per annum
Location: Barnet Council Offices,
2 Bristol Avenue, Colindale, London NW9 4EW

This is an exciting opportunity for a self-motivated individual to join Barnet Education and Learning Service (BELS) and will be based within the Business Support and Communications Team. Working days are from Monday to Friday every week.

We are looking for someone who is competent and confident in the use of standard Microsoft Office products and with a proven competence in handling confidential / sensitive personal information in an appropriate and secure manner. The successful candidate will have regular contact with parents and other external parties, this role also supports the work of SEN Caseworkers in managing and delivering of quality SEN service with the tight timescales of the statutory processes.

Main responsibilities include maintaining accurate records and able to work on your own initiative, gathering information, attention to details, meeting deadlines.

It is essential that candidates have basic office experience and proficient at using Microsoft word, Microsoft Excel, training will be given on job. Should have knowledge on General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Successful candidates will be joining a creative and highly skilled team that is well-regarded and valued by schools and services across Barnet. You will benefit from a supportive senior leadership team committed to promoting the wellbeing of staff and work-life balance, ongoing training and development.

To apply for this post, please visit: [Search Jobs - BELS External Career Site Careers](#)

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

For more information about our team, you can view our local offer page here: [Barnet Local Offer :: Home / Info and Advice / How to get help / How specialist education services can help / Educational psychology / EP: Professionals Page \(thisisfocus.co.uk\)](#)

For an informal discussion about the post, please contact:

Nanda Gorasia

Nanda.gorasia@barnet.gov.uk

0208 359 5123

Closing date for applications: 5pm on 03/05/2026

Interview date: 13/05/2026

Barnet Education and Learning Service is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. An enhanced DBS (Disclosure and Barring Service) with barred list check is required for all successful applicants. In addition, if this post is likely to come under the requirements of the Childcare (Disqualification) 2009 Regulations, the successful applicant will be required to declare.

We are committed to practising in ways that are equitable, anti-racist and culturally responsive and we welcome candidates who share this commitment. We have developed an equity and anti-racism policy which outlines our values and actions in this area including ongoing CPD and offering support to our school community. Recruitment of a diverse workforce that is representative of the community we serve is part of our ongoing commitment and is embedded in this policy and therefore, we welcome applicants who are underrepresented in our profession.

Section A: Specific Role Profile

Service:	BELS
Location:	Colindale
Job Title:	Business Support Officer
Grade:	SCP 14-20
Reports to:	Team Leader

1. Purpose of Job:

- Delivering comprehensive and flexible administrative and technical support activities to BELS and schools that help maximise the working potential of Senior Management and support business needs.
- To provide an efficient, effective and timely SEN casework related support function as part of the SEN Strategic and Casework Team to support the delivery of a specialised service relating to pupils with SEN.
- Within the context of an integrated service and working in collaboration with operational colleagues, deliver innovative, cost effective and efficient business support solutions and systems.
- Ensure professional standards and best practice act as key drivers within a culture of continuous service improvement to meet present and future client and service needs.
- To support and assist the Senior Business Support Officers to deliver the Local Authority's statutory responsibilities.

2. Key accountabilities/duties/responsibilities:

- Carry out business support activities that help maximise the working potential of Assistant Directors and support business needs across the Service.
- Establish productive, professional working relationships with internal colleagues, external organisations, schools and settings to enhance service delivery.
- Work with the Senior Business Support Officer and other support officers to ensure contact details are up-to-date.
- Ensure that the support functions are administered and including timely responses relating to:
 - The SEN statutory timescales for assessment and statementing/ preparing EHCPs
 - Responses to annual reviews by schools, settings, colleges and the Local Authority
 - Responses to SEN appeals
 - Responses to complaints, FOI and SAR requests
 - Phase transition processes
 - Pupils transferring between other LAs
 - Customer care response time standards
- Ensure timely and accurate data input to Tribal, checking consistency and coherence with file and any other records, including decision making records

- Be responsible for the timely receipt and collation of advice in relation to the statutory assessment and review process of children who have special educational needs and ensure compliance with statutory timescales
- Advise and develop shared knowledge across support officers to ensure that the needs of different internal and external clients are understood. This includes providing business support to other service areas within Education and Skills during busy periods and to cover absence.
- Understand the role of the Specialist Teams within BELS and the relationship with schools, to ensure that the Business Support Team works in a pro-active, collaborative and constructive manner, adding value to each stage of the process and deliver to the shared objective.
- Ensure the effective and efficient delivery of the basic support functions, meeting the quality standards; including answering phones, minuting, arranging meetings and diaries, preparing papers, drafting correspondence, filing, contact lists, structure charts and data management.
- Handle a range of queries and provide accurate and timely information to a wide range of clients, parents, schools, outside agencies on statutory requirements and procedures.
- Organise, administer and attend a range of Partnership meetings, Tribunal and Specialist Panels as required. To include preparing and circulating minutes, agendas and documents, take minutes, record and communicate decisions.
- Ensure delivery is in accordance with policies and procedures of the Service, and complies with professional standards, policy and practice and the relevant statutory frameworks.
- To specialise in particular areas of work as required. This could include providing support around communications and events.
- To liaise with Directors, Assistant Directors, Headteachers, schools, members of the public and other members of the Council.
- Responsible for prioritising and dealing with general enquiries efficiently and effectively both on the telephone and in person and able to give advice and information by email and written communications.
- Ensure that the responsibility of safeguarding the welfare of children is a fundamental aspect of this job and that the principles are embedded in all procedures, practices, professional advice and decision making. Ensure full compliance with the Pan-London protocols and Barnet safeguarding standards.

2.1. Key accountabilities

2.1.1. Strategy and Policy Development

- Understand Business Plans and ensure they direct day to day service priorities.

2.1.2. Performance and Customer Focus

- Deliver consistently high performance within the context of a performance management culture.
- Ensure that outstanding customer service is being delivered on a day to day basis in line with service standards.
- Work flexibly and respond positively to changing business and client needs and carry out any other duties within the scope of the nature and grade of the post

2.1.3. Financial Responsibilities

- No direct budgetary responsibility.

2.1.4. Leadership and Management

- No direct line management but may support more junior staff within the service.

2.1.5. Programme & Project Management

- Within service area, deliver all projects to a high standard and within programme management standards

2.1.6. Communication & Influence

- Support internal and external communications for BELS. Ensure all communications are clear, effective and appropriately targeted
- Work closely and collaboratively with colleagues across the Service and partners to ensure business activities are appropriately integrated and joined up.

2.1.7. Health and Safety and Data Management

- Ensure that all personal data is handled securely and in strict compliance with the data protection legislation and the Education and Skills Service data management protocols.

3. Promotion of BELS Values

To ensure that customer care is maintained to the agreed standards according to BELS values. To ensure that a high level of confidentiality is maintained in all aspects of work.

4. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and which is on occasion outside of normal working hours and/or at locations that differ from the primary place of work. Such duties, however, will fall within the scope of the post, at the appropriate grade.

5. BELS Commitment to Equality

To deliver BELS commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services BELS delivers.

Section B: Person Specification

Service:	BELS
Location:	Colindale
Job Title:	Business Support Officer
Grade:	SCP 14-20
Reports to:	Team Leader

Essential Qualifications required

Type	Level required
Professional qualifications/memberships	No specific professional qualifications required
Education	Educated to A level or equivalent experience. Be able to demonstrate a good standard of literacy, numeracy and excellent communication skills

Technical / Knowledge Requirements

Type	Description
Role Specific Competencies	<ul style="list-style-type: none"> Experience of operating effectively in a pressurised administrative environment experiencing a broad range of administrative functions. Experience of preparing correspondence, reports and other documentation using Word, Excel and other PC based systems in an accurate and competent manner.
IT skills	<ul style="list-style-type: none"> Advance user of Microsoft Office specifically Word, Excel, PowerPoint, Outlook and other specific software packages Experience of IT for record keeping, ordering, daily management
Knowledge	<ul style="list-style-type: none"> Proven experience of working with office systems and business administration
Experience	<ul style="list-style-type: none"> Experience of supporting a business area

Behavioural Competencies

Competency	Key to role
Administration Skills	<ul style="list-style-type: none"> Proven experience in administrative or business support The ability to take notes of meetings; to convert them into an accurate record of the meeting with clear and defined action points, ownership and timescales The ability to create and maintain efficient, effective and secure filing systems, both manual and electronic

Time management	<ul style="list-style-type: none"> • Able to demonstrate excellent and high level of organisational and time management skills • The ability to work in a pressured environment working to tight and frequently changing deadlines • Ability to work on own initiative, prioritise and meet conflicting deadlines
Team working	<ul style="list-style-type: none"> • Ability to work with different managers and prioritise work accordingly • Shares information with colleagues to deliver objectives • Able to demonstrate effective skills in an office environment • Contributes to a positive team spirit and healthy working environment • Actively contributes ideas in team meetings or discussions • Appreciates the demands on team colleagues and willingly provides them with support • Can agree to compromise where appropriate
Communication skills	<ul style="list-style-type: none"> • Can demonstrate the effective use of written and verbal communication skills to provide a high-quality service to customers • Ability to interact and communicate, either face to face or on the phone with a diverse group of people • Is courteous and polite when interacting with customers and colleagues • Passes on information accurately and promptly • Listens carefully to others and asks questions for clarification • Presents ideas and views with confidence and clarity • Writes fluently and succinctly using appropriate style • Adopts a clear and professional telephone manner • Deals with confidential or sensitive issues discreetly
Influencing & negotiation	<ul style="list-style-type: none"> • Can demonstrate a history of good teamwork and working well with others across a wide range of seniority
Respecting others	<ul style="list-style-type: none"> • Respects the opinions of others and acknowledges opposing viewpoints • Consistently acts in a way that promotes equality and diversity • Shows integrity and fairness when dealing with customers and colleagues • Demonstrates impartiality and objectivity when taking actions and making decisions • Shows empathy and understanding for the feelings of, and situations faced by others • Is aware of own responsibilities for the health, safety and welfare of self and others
Setting direction	<ul style="list-style-type: none"> • Is clear about BELS strategic priorities and the goals of own service area/Directorate • Understands how own work contributes to the BELS goals • Seeks to understand the need for, and responds proactively to organisational change • Approaches change positively • Can demonstrate an ongoing commitment to learning and performance enhancement

Management & performance	<ul style="list-style-type: none"> • Works with manager to agree performance objectives • Takes ownership for, and commits to achieving performance objectives • Monitors and evaluates own performance against objectives • Positively inputs to the performance appraisal and development review process • Able to demonstrate the impact of delivering excellent customer service • Able to add value to the role by being proactive in providing assistance without requiring specific requests to be made
Working in Partnership	<ul style="list-style-type: none"> • Understands the key functions of BELS and the broad roles of service areas • Recognises the advantages of working with others across the council • Builds strong working relationships, and seeks out views of people outside of their team • Appreciates the political make-up and decision making processes of the council • Shares information and knowledge with those outside of own team.
External partnership working	<ul style="list-style-type: none"> • Readily and effectively works with representatives of partnership • Has broad understanding of the wider local government context • Recognises the importance to the council of active partnership working

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Compiled/Reviewed by	Nanda Gorasia
Date	14/04/2026

Key Details

Reporting to: Team Leader
Contract: 12 Months Fixed Term Contract
Salary: £33,495 – £36,585 per annum
Location: Colindale

Annual Leave

You are entitled to 31 days of annual leave per annum plus the Bank Holidays in the year (this is normally between 7 -10 days). The entitlement would be pro-rated for part timers.

Flexible and Hybrid Working

This is a full-time/part-time post.

BELS is committed to work-life balance. The options may include hybrid working, flexible working, job share and part-time working

Voluntary Pension Scheme – Non-Teachers

Staff joining BELS can choose to contribute to a Pension Scheme and will become members of AVIVA – the Pension provider for BELS. Staff can contribute either 4.5% or 7% of their salary into the Scheme and BELS will match this. BELS is a private company of Barnet Council which has its own legal entity and terms and conditions which are different from Barnet's.

Other benefits

You will have access to a range of lifestyle discounts from major retailers, supermarkets, energy suppliers and more. You will also enjoy a range of payroll benefits including cycle to work, eye care vouchers, travel and gym membership.

Employees have access to well- being training programs including confidential employee assistance and an occupational health service.

Please note:

“BELS, as a Local Authority Controlled Company, is deemed by the Council to be an associate employer of Barnet Council and is therefore covered under the Modification Order. This means that any continuous service you currently have (within another local government service, or a school or any organisation signed up to the Modification Order) will be transferred with you into BELS”

It is a standard practice that prospective employees are offered the starting point of the pay scale and expect that staff would progress through the spine points on an annual basis. However, if there is a strong case to pay above the minimum of the scale, the Senior Management Team would consider the case.

Application Process

Closing date for applications: 03/05/2026

Interviews will be held on: 13/05/2026

Completing Application Forms

To apply for this post, you must complete an online **application form** available within the job posting under [Recruitment | Barnet Education & Learning Service | London \(bels.org.uk\)](#) .

Particular attention should be given to the Supporting Information section within the application form. Shortlisting is based on the candidate's ability to meet the selection criteria within the person specification. Therefore, it is essential that you outline clear examples and evidence of how you meet the requirements of the person specification. Examples and evidence should also relate back to the duties/accountabilities contained in the job description.

Reply Details

Your application form must reach us by closing date. Applications received after this date will not be considered.

To apply for this post, please visit: [Search Jobs - BELS External Career Site Careers](#)

If you need assistance, please email the BELS HR Team at: hr.barnetbels@barnet.gov.uk quoting job title.

It is important that you complete ALL sections of the application form.

Next Steps

If you are selected for interview, we will contact you by email and/or text message.