

JOB DESCRIPTION

Job Title	Business Support Lead & Data Protection Officer
Department	Business Services
Job Reference	BSL
Reports to	Safeguarding & Organisation Standards Manager
Location	The Orchard Centre, Launceston
Salary	£30,000
Flexibility	35 hours per week
Contractual status	Full time, permanent
Role summary	The Business Support Lead will provide hands-on leadership of the Business Support function, working alongside the team while coordinating work allocation, administrative systems, operational priorities and service standards. The postholder will take direct responsibility for key specialist areas including finance administration, quality and awarding-organisation administration, examinations, learner administration, medication oversight and safeguarding support. The role is intended to be a working lead position, providing practical cover where required while ensuring that established responsibilities remain appropriately allocated across the team. The postholder will also act as the organisation's Data Protection Officer, providing independent advice, monitoring compliance with data-protection requirements, supporting data protection impact assessments and acting as a contact point for individuals and the Information Commissioner's Office. High-risk, clinical, financial or strategic decisions remain subject to organisational policy, delegated authority and the appropriate named lead.

Key responsibilities	These key responsibilities are neither comprehensive nor exhaustive. Duties may be varied by the line manager or Executive Director following discussion, provided that the overall scope remains achievable within the contracted hours and appropriate training, cover and authorisation are in place. Role scope and capacity Lead and work alongside the Business Support team, balancing day-to-day operational delivery with sufficient protected time for supervision, planning, staff support, reporting and service improvement. Agree priorities and a workable allocation of duties with the line manager. Escalate competing deadlines, sustained workload pressure, compliance risks or gaps in trained cover promptly. Maintain clear responsibilities, hand-off arrangements, documented procedures and deputy or contingency cover for examinations, awarding-organisation activity, reception, medication and safeguarding. Ensure that work is assigned to the role that owns it and address gaps or duplication promptly. Allocate routine administration according to role ownership and capacity, while providing practical cover, resolving urgent issues and completing priority or specialist tasks. The postholder is a working lead, but is not the sole operational resource and should not routinely duplicate another role. Team and office leadership Lead the day-to-day Business Support function, allocate work, manage operational priorities and line manage the relevant Business Support staff.
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	Coordinate Reception & Administration priorities, office cover, business continuity and standards. Work alongside the postholder and provide cover when required, including visitor support, agreed event logistics, bookings, registers and approved packs. Reception receives and routes enquiries and new referrals; the Business Support Lead may support the process but does not make recruitment decisions or own routine referral follow-up. Lead and support the Health, Safety & Document Control postholder, monitor deadlines and provide cover for registers, review schedules, publication controls and audit trails when required. Document owners draft, review, update and approve content; the Business Support Lead may chase actions and publish approved documents but is not the document owner or technical approver. Produce operational reports, provide approved Business Support information when requested and identify proportionate process improvements. Marketing campaigns, content, publicity, social media and promotional materials are delivered by the assigned Business Support postholder under the strategy, budget and final approval of the Business Growth & Engagement Lead. Finance administration and monitoring Coordinate organisational ordering and ensure appropriate authorisation is obtained before purchases are made. Support routine finance monitoring, maintain clear records and audit trails, and escalate financial queries, discrepancies, missing information or matters outside delegated authority promptly.
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	Invoices, payments and staff claims Coordinate and completeness-check invoicing and supporting documentation, including bursaries, staff mileage and expenses, Delivery staff overtime, self-employed invoices and learner invoices where required. Ensure information is accurate, appropriately authorised and submitted through the agreed process within relevant timescales. Business orders and coding Maintain business-order records, apply the appropriate nominal codes and liaise with business support to add or update invoices. Follow up missing approvals or evidence and refer coding, budget, tax or payment decisions to the appropriate authorised colleague. The postholder must not approve their own claims or commit expenditure outside delegated arrangements. Quality assurance and awarding-organisation administration Coordinate agreed administrative support for quality-assurance activity, including evidence collation and preparation for external visits, working with the Quality & Improvement Lead. Coordinate learner registrations, claims, achievement information, certificates and results, ensuring submissions are accurate, authorised and completed within published deadlines. Maintain a clear audit trail and escalate discrepancies, missing evidence and decisions requiring formal authorisation. Examinations Officer Act as the designated Examinations Officer and coordinate examination delivery in accordance with current awarding-organisation and examination-board requirements. Maintain examination policies, procedures, records and an annual examination plan. Register or enter learners, monitor
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	deadlines, communicate timetables, and coordinate rooms and suitably trained invigilators. Coordinate the secure receipt, storage, opening and dispatch of examination materials and learner work. Maintain documented deputy and absence-cover arrangements for critical examination activity. Coordinate approved access arrangements with the SEND and Delivery teams; record incidents and irregularities; submit authorised special-consideration requests; administer results and post-results services; and retain evidence for audits and inspections. Escalate suspected malpractice, security breaches, conflicts of interest, or any requirement that cannot be met safely or within the relevant deadline. <i>Please note: Examination-period safeguarding arrangements</i> <i>During the main examination period in June, the postholder's Examinations Officer responsibilities will take priority. For this period, their Deputy Designated Safeguarding Lead duties will be temporarily reassigned to another appropriately trained and formally appointed DSL or DDSL. The safeguarding cover arrangements must be agreed and communicated in advance. The postholder will continue to follow the safeguarding responsibilities applicable to all staff, including immediately reporting concerns, but will not ordinarily undertake DDSL case management, referrals or safeguarding leadership during this period.</i>
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	Business Support interface with recruitment and events Ensure Reception records and routes prospective-learner enquiries and new referrals promptly to the Business Growth & Engagement Lead. In support of that lead, the Business Support Lead will assist with initial chats, tours and taster sessions. The Business Growth & Engagement Lead retains ownership of recruitment strategy, referral management, pipeline management, follow-up and conversion. Suitability and admission decisions sit with the Delivery team. Coordinate Business Support staffing and administrative input for agreed open days, tours, taster sessions and recruitment events. Complete the organisation's intake forms and coordinate completion of individual healthcare plans with the learner or family and relevant authorised colleagues, ensuring required information, consent and approvals are recorded before provision starts. The postholder must not independently make clinical decisions or author clinical advice. Reception owns rooms, bookings, registers, approved packs and visitor support; the Business Growth & Engagement Lead retains overall ownership of recruitment activity, referral information, pipeline management and conversion reporting. Agree the Business Support contribution to learner events, including awards, transition and induction activities, and allocate administrative tasks to the appropriate team member. Marketing owns publicity and promotional materials; Reception owns event logistics and visitor support; the relevant event or Delivery team owns the event programme and learner-facing decisions. Medication oversight Coordinate the medication system and its administration, checking consent information, individual healthcare plans, medication records, issue logs, secure-storage checks, training records and off-site arrangements. Follow up missing
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	information and escalate clinical questions or unresolved risks to the authorised lead. The postholder will not make clinical decisions or administer routine medication. The assigned Business Support postholder supports secure storage, monitoring and records and may administer emergency medication only when appropriately trained and authorised and when acting strictly in accordance with the learner's current individual healthcare plan and emergency procedures. Planned or routine medication arrangements remain with the appropriately authorised staff identified by the organisation. Ensure medication errors, missed doses, discrepancies and concerns are recorded and escalated immediately in line with policy. Confirm that the appropriate authorised lead coordinates communication with parents or carers, Delivery staff, healthcare professionals and emergency services where required, and monitor completion of agreed follow-up actions. Data Protection Officer Inform and advise the organisation and its employees about their obligations under the UK GDPR, the Data Protection Act 2018 and other applicable data protection requirements. Monitor compliance with data protection law and organisational policies through proportionate reviews, awareness activity, staff training and internal audits, taking a risk-based approach to processing activities. Data protection impact assessments and accountability Provide advice on data protection impact assessments and monitor their completion. Support the maintenance of records of processing activities, privacy information, retention arrangements, data sharing controls and other accountability records. Identify and escalate gaps, risks or required improvements to senior management.
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	Individual rights, incidents and regulatory liaison Act as an accessible contact point for employees, learners and other individuals on matters relating to their personal data and information rights. Advise on the assessment and management of personal data breaches and information-rights requests, maintaining appropriate records and escalation routes. Cooperate with the Information Commissioner's Office and act as its first point of contact on data protection matters. Independence, access and conflicts of interest Perform the Data Protection Officer function independently, with timely involvement in matters relating to personal data and direct access to the organisation's highest level of management. Raise concerns without interference and avoid duties that determine the purposes or means of processing or otherwise create a conflict of interests. The organisation remains responsible for compliance and must provide sufficient protected time, access, training and resources for the function.
Measure of success	Success will be measured through effective hands-on leadership and operational contribution; accurate, authorised and timely finance administration; clear ownership and audit trails; effective monitoring of data protection compliance; timely, risk-based advice; appropriate support for data protection impact assessments, information-rights matters and personal data breaches; compliance with examination, awarding-organisation, medication and safeguarding requirements; resilient cover arrangements; responsive service to learners and stakeholders; and early identification and escalation of workload, financial, data protection and other compliance risks.
Continued professional development	At Step into Learning, we are dedicated to promoting a culture of continual professional development through regular personal growth reviews and tailored training opportunities. We expect the successful candidate to actively engage in bespoke training and research initiatives

	that will enhance their personal knowledge, skills, and behaviours. This commitment includes participating in relevant workshops and courses, setting personal development goals in collaboration with their line manager, and sharing insights gained from these experiences with colleagues to promote a culture of continuous improvement within the organisation. All staff are expected to attend at least three CPD team events per year.
Step into Learning values	Be Inclusive, Be Committed, Be Inspiring, Be Kind and Be Connected to the Community
Sustainability & Environmental Management	At Step into Learning, we are committed to reducing our environmental impact and promoting sustainable practices across all areas of our provision. We actively work towards excellence in environmental management and continuous improvement.
Step into Learning Inclusivity, Equality & Diversity	At Step into Learning , we are committed to promoting an inclusive working environment where diversity is celebrated, and everyone is empowered with equal opportunities. We warmly welcome applications from individuals of all backgrounds and are dedicated to promoting a healthy work-life balance through a range of supportive benefits.

Step into Learning Health and Safety	At Step into Learning, we are committed to maintaining and promoting a positive attitude towards health and safety. We prioritise the safety and well-being of our employees and learners by adhering to the relevant health and safety codes of practice. As part of your role, you will be expected to: Familiarise yourself with health and safety policies: Understand and comply with the organisation's health and safety protocols. Report hazards: Promptly report any potential hazards or incidents to your line manager or designated health and safety officer or Bright Safe. Participate in training: Engage in health and safety training and workshops to enhance your knowledge and awareness. Promote safety practices: Encourage a culture of safety by promoting best practices among colleagues and learners.
Step into Learning Safeguarding of Children and Adults at risk.	Step into Learning is committed to safeguarding and promoting the welfare of all learners and expects their employees to share this commitment. The successful candidate will be subject to a Disclosure and Barring Service (DBS) check. The postholder will ensure that Step into Learning safeguarding and welfare policies and procedures are known, understood, and used appropriately. Will keep detailed, accurate, secure written records of concerns and referrals (including electronic documents) on CPOMS and refer all concerns to the safeguarding team. The postholder will act as the Deputy Designated Safeguarding Lead, taking responsibility for safeguarding and child protection (including online safety).

	○ To support the Designated Safeguarding Lead and action relevant tasks delegated to them through frequently liaison. ○ To refer cases of suspected abuse to local authority children's social care or adult safeguarding team as required. ○ To refer cases to the Channel Programme where there is a radicalisation concern as required. ○ To support staff who make referrals to local authority children's social care or adult safeguarding team and Channel programme. ○ To refer cases where a person is dismissed or left due to risk/harm to a child or vulnerable adult to the Disclosure and Barring Service as required. ○ To refer cases where a crime may have been committed to the Police as required. ○ To keep detailed, accurate, secure written records of concerns and referrals (including electronic documents). ○ To ensure that Step into Learning child protection and vulnerable adult protection policies and procedures are known, understood, and used appropriately with all staff, especially new and part-time staff.
Dated	
Employee signature	
Line manager signature	

Field	Description
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