



## Job Description

### Office Manager

#### Job purpose

1. To take responsibility, including the supervision, of the day-to-day operations of the reception office and office staff
2. To provide effective administrative support to the school's SLT and other staff of the school, parents and carers, the public and other agencies

#### DUTIES:

##### RECEPTION

- To supervise the day-to-day work of the reception desk
- To manage office staff to ensure that they carry out daily duties efficiently
- To ensure that the front of house presents a smart and professional image to all visitors, ensuring that:
  - \* All visitors are received professionally
  - \* Telephone calls are answered professionally
- To receive a wide range of callers to the office, including students, parents, staff and Governors
- To deal with enquiries professionally, effectively and efficiently through verbal communication and the school's enquiry email system
- To attend and organise occasional cover in reception for school events
- Ensure the Trust's Child Protection and the School's safeguarding procedures are always adhered to by office staff and visitors to reception
- To organise and assist with preparations for school events, projects, and functions

##### ADMINISTRATION AND FINANCIAL MANAGEMENT

- To be responsible for pupil admissions
- To manage the school's admin email account, responsible for forwarding on relevant and important emails
- To ensure the maintenance of clear and effective filing, records, and other systems and keep them regularly updated
- To ensure all communications are sent on time to meet school deadlines
- To liaise with SLT and other relevant staff to ensure that school information and documentation is processed efficiently and within agreed deadlines
- To ensure that all communications with parents are filed accordingly with the school's procedures are handed out on time
- To manage attendance, admissions, and extended leave
- To co-ordinate work experience students ensuring safeguarding protocols are adhered to
- To complete the school census and communicate with other agencies to ensure it is accurate

- To be responsible for entering staff absence and overtime onto the relevant portals and payroll submissions
- To have an oversight of budget expenditure
- To raise purchase orders
- To ensure the Single Central record is up-to-date and accurate
- To post goods received notes and purchase invoices
- To track agency supply workers
- To ensure the school's Inventory system is accurate and up to date
- To keep accurate records of monies paid into the bank
- To collate purchase card invoices and match them back to statements
- To lead on the promotion and advertising of the school through social media and other media.
- To ensure the administration of school trips and clubs is accurate and up to date
- To ensure the school's website is up-to-date, accurate and compliant

## **OTHER DUTIES**

- To manage the school administration facility including a variety of shared general school administrative jobs when staff absence necessitates, including data entry, photocopying, filing, post distribution, setting up refreshments and reception cover when needed
- To produce a variety of typed/word-processed documents, PowerPoint presentations and Excel databases
- To manage the appearance of the school's front of house
- To provide any other general administrative services needed by the Headteacher/Trust as requested
- To evaluate and improve your own practice, and be committed to the Trust's Professional Growth programme
- Be committed to efficient and professional day-to-day running of the school
- To perform any other duties, including covering the essential work of absent colleagues, commensurate with the grading of the post, as directed by the Headteacher
- To be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy

All applicants will be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behaviour and attitudes to the use of authority and maintenance of discipline.

## Person Specification

Candidates should ensure that they meet the essential criteria for qualifications and provide supporting evidence

<b>Qualifications &amp; Training</b>		<b>Essential</b>	<b>Desirable</b>
A good level of education including English & Maths A-C, A Level/NVQ 3 qualifications		<b>Yes</b>	
A strong working knowledge of Microsoft Office software, including Word, Excel, and PowerPoint		<b>Yes</b>	
First Aid at Work			<b>Yes</b>
<b>Experience</b>			
Provision of secretarial services to one or more managers		<b>Yes</b>	
Experience of working in an educational setting		<b>Yes</b>	
Experience of line management			<b>Yes</b>
Experience of using school software systems including MIS		<b>Yes</b>	
Successful experience working with general public, students, and colleagues		<b>Yes</b>	
<b>Skills and Qualities</b>			
Be adept at problem-solving, including being able to identify and resolve issues in a timely manner		<b>Yes</b>	
Ability to think clearly, incisively, and strategically		<b>Yes</b>	
Ability to analyse information		<b>Yes</b>	
Ability to delegate responsibility		<b>Yes</b>	
Ability to set high standards and to provide focus for improvement		<b>Yes</b>	
Be organised, accurate and thorough in their work		<b>Yes</b>	
Ability to maintain and enhance effective systems for a smooth running of the school		<b>Yes</b>	
An understanding of the importance of confidentiality		<b>Yes</b>	
<b>Personal skills</b>			
Ability to establish positive relationships with staff, students, and stakeholders		<b>Yes</b>	
Ability to communicate effectively in writing and orally		<b>Yes</b>	
Ability to deal sensitively with people and resolve conflicts		<b>Yes</b>	
Ability to listen and respond appropriately		<b>Yes</b>	
Ability to quickly adapt to change		<b>Yes</b>	
<b>Attitude</b>			
Willingness to extend skills through appropriate training		<b>Yes</b>	
Demonstrate a commitment to safeguarding and promoting the welfare and development of young people		<b>Yes</b>	
Committed to equal opportunity		<b>Yes</b>	