



## Job Description

<b>Job Title:</b>	<b>Office Manager</b>
<b>Grade:</b>	<b>G SCP23 – SCP27</b>
<b>Reports to:</b>	<b>Operations Manager Headteacher</b>
<b>Responsible for:</b>	<b>Central Admin/ Reception Team</b>

### Purpose of the role

- To organise and supervise administrative systems and support staff in the school office and be responsible for undertaking administrative, organisational processes, maintaining confidentiality at all times.
- To assist with the planning and development of support services.

### MAIN DUTIES

#### Organisation

- To supervise the day-to-day work of the administrative function of the school office, ensuring an efficient and professional service.
- To take a lead role in the recruitment of administration staff
- To contribute towards the planning, development and organisation of the support service systems, procedures and policies
- To supervise, train and develop administrative staff as appropriate
- To ensure all visitors receive a warm welcome and in accordance with safeguarding procedures. To provide hospitality as required.
- Develop, implement and review office systems and administrative procedures.
- Ensure all administrative processes are completed accurately and within required timescales.
- Maintain effective filing systems, both electronic and paper-based.
- Manage office resources, stationery and equipment.
- Monitor office budgets and purchase supplies in accordance with financial procedures.

#### Staff Management

- Line manage administrative and reception staff.
- Allocate workloads and monitor performance.
- Recruit, induct and support administrative staff where appropriate.
- Conduct performance management and appraisal meetings.
- Identify training needs and support staff development.

## **Administration**

- To take lead role in the development and maintenance of record/information systems
- To produce, and respond to, complex correspondence
- Ensure visitor procedures comply with safeguarding requirements. Liaise with the HR Team in relation to DBS certificates for all visitors to the school including supply staff.
- Deal with enquiries from parents, students, staff and visitors.
- Manage complaints and enquiries appropriately, escalating where necessary.
- To undertake word processing, IT based tasks and school correspondence
- To provide personal, organisational and administrative support to staff
- To co-ordinate admission arrangements of pupils in conjunction with the relevant staff
- To maintain student records
- Coordinate school communications with parents.
- To provide complex establishment and advisory support across all areas of administration
- To be responsible for the completion and submission of complex forms and returns including those to outside agencies such as DfE
- To provide detailed analysis and evaluation of data and produce reports and information as required
- To have responsibility in a fire and evacuation situation
- To Coordinate room bookings for meetings and arrange relevant room changes when required eg. During exam period

## **Student Medical and Welfare Administration**

- Lead the administration of the school's student medical provision, ensuring effective systems are in place to support students with medical needs.
- Maintain accurate and confidential medical records for all students in accordance with data protection legislation.
- Coordinate the collection, recording and communication of medical information provided by parents, carers and healthcare professionals.
- Ensure appropriate medical consent forms are obtained and securely maintained.
- Oversee the safe storage, recording and administration of prescribed medications within school, ensuring compliance with school policies and statutory guidance.
- Maintain accurate records of medication administered and medical incidents.
- Coordinate training for staff in relation to medical conditions, medication administration and emergency procedures where required.
- Liaise with parents, healthcare professionals, the School Nursing Service and external agencies regarding student medical needs.
- Ensure appropriate arrangements are in place for students with allergies, asthma, diabetes, epilepsy and other medical conditions.
- Support the planning and risk assessment of educational visits to ensure appropriate medical provision is available.
- Maintain stocks of first aid supplies and ensure first aid equipment is regularly checked and replenished.



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- Coordinate the school's first aid provision, including maintaining records of qualified first aiders and ensuring adequate cover throughout the school day.
- Monitor and record accidents, injuries and medical incidents, identifying trends where appropriate and reporting concerns to senior leaders.
- Ensure compliance with statutory guidance relating to supporting pupils with medical conditions at school.
- Work closely with the Designated Safeguarding Lead, SENDCO and pastoral teams to ensure appropriate support is provided for students with health and welfare needs.
- Act as a key point of contact for parents regarding routine student medical matters.
- Ensure all medical information is communicated appropriately to relevant staff while maintaining confidentiality.

## Responsibilities

- To contribute to the overall ethos/ work/aims of the school
- To be committed to the safeguarding and promotion of the welfare of children and young people
- To comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person
- To develop constructive relationships and communicate with all staff and other agencies/professionals
- To participate in training and other learning activities and performance development as required
- To recognise own strengths and areas of expertise and use these to advise and support others
- To attend and participate in after school events as and when requested
- Such other responsibilities allocated which are appropriate to the grade of the post

The above duties are not exhaustive, and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Leadership Team.

This job description will be kept under review and may be amended via consultation with the individual, Governing Body and/or Leadership Team as required. Trade union representation will be welcomed in any such discussions

## Person Specification

### Essential Knowledge and Experience

- Experience of managing an administrative office.
- Experience of supervising or line managing staff.
- Excellent organisational and time management skills.
- Strong written and verbal communication skills.
- Experience using Microsoft Office applications.
- Experience working with databases or Management Information Systems.



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- Ability to prioritise competing demands.
- High levels of accuracy and attention to detail.
- Ability to maintain confidentiality.
- Excellent customer service skills.

## **Desirable**

- Experience working within a secondary school.
- Knowledge of school MIS systems (ideally Bromcom).
- Knowledge of school admissions and attendance processes.
- Understanding of education legislation and safeguarding requirements.
- Experience of financial and HR administration.

## **Personal Qualities**

- Professional and approachable.
- Calm under pressure.
- Highly organised and proactive.
- Flexible and adaptable.
- Able to work independently and as part of a team.
- Strong leadership and interpersonal skills.
- Solution-focused with a commitment to continuous improvement.