

JOB DESCRIPTION

[Chingford Foundation School](#) [Chingford Academies Trust](#)

Title of Post:	Office Manager
Grade/Pay Range:	Scale PO1 (spinal points 27-30), £38,946 - £41,358 actual salary
Hours:	36 hours p/w, term time + 5 Inset days + 2 weeks worked out of term time as agreed with the Head of School Mon-Thurs 07.00-15.00 (45 minute lunch break) Fri 07.15-15.00 (45 minute lunch break)
Department:	Admin
Responsible to:	Deputy CFOO and Head of School
Responsible for:	Administrative Team, Attendance Team, Welfare Team, Reception Team and Heads PA
Key Contacts:	Internal – Staff/Students; External – Parents/Recruitment Agencies

Note lunch break times to be agreed with line manager

FACILITIES AND RESOURCES

The school provides outstanding facilities for teaching and support staff, including designated classrooms and offices.

LINE OF RESPONSIBILITY

The postholder is directly responsible to the Deputy CFOO and Head of School and may work closely on a daily basis with the SLT.

JOB PURPOSE

The Office Manager provides high-quality, professional administrative and operational support to the Head of School, ensuring the smooth day-to-day running of the school's central office and administrative functions.

The Office Manager should have the experience and skill set needed to provide high quality support, including the confidence and ability to manage projects, problem solve and support the Head of School and Senior Leadership Team to deliver the long term strategic and weekly operational goals of the school. The post holder must be confident and enjoy working at a fast pace in a demanding and ever-changing educational environment. The post requires strong organisational and office management skills, together with an understanding that confidentiality at all times is paramount to the role. Due to the nature of the role, the post holder will need to be flexible in order to support the needs of the school.

The post holder will:

- Directly support the Head of School and Senior Leadership Team to assist in the running of all activities within the school including (but not limited to) the main duties and responsibilities outlined in this job description
- Line manage the administrative team, attendance team, welfare team, Reception Team and Heads PA
- Serve as the school's point of contact with the Trust's Data Protection Officer
- Oversee the day-to-day management of the school's central office, facilities and administrative systems

MAIN DUTIES / RESPONSIBILITIES

OFFICE MANAGEMENT

- To oversee the day-to-day management of the school's central office, ensuring it operates efficiently, professionally and to a high standard
- To ensure there is adequate cover for administrative absences, monitoring annual leave and leave of absence requests
- To manage office facilities, equipment and supplies, liaising with contractors, suppliers and premises staff as required eg Exams, Catering
- To ensure the office environment meets health and safety requirements, maintaining relevant records, risk assessments and equipment checks
- To coordinate the administrative induction of new staff, ensuring access, equipment, IT accounts and systems are set up in advance of start dates

ADMINISTRATION

- To be responsible for devising and maintaining effective and efficient office systems to deal with paper flow, organising and storing paperwork/documents/computer-based information and research
- To be a first point of contact for the school office, dealing with Governors, parents, staff and outside agencies in a professional and welcoming manner
- To ensure the smooth day-to-day running of the school office, meeting a variety of daily demands with precision
- To manage projects on behalf of the school as directed by the Head of School
- To problem solve as appropriate to ensure that daily and strategic goals are realised
- To communicate on behalf of the school and the Head of School as required, using discretion and tact to ensure telephone callers, pupils, staff, parents and visitors receive a professional response and are dealt with by the most appropriate person
- To write emails, texts, letters, minutes, papers and other correspondence with accuracy and professionalism
- To ensure that correspondence and enquiries or problems are resolved in an appropriate manner and that strict confidentiality is maintained at all times, including the management of confidential papers and files
- To attend meetings as required, taking minutes and circulating in a timely manner
- To manage room booking and hospitality requests

- To ensure that all arrangements for visitors and guests are professional, welcoming, known by others, and in place in advance of the visit, with appropriate follow-up work promptly actioned
- To ensure the office and administrative team are fully prepared ahead of major school events such as Presentation Evenings, Open Evenings and Parent Evenings
- To draft letters, correspondence, briefings and proposals as and when required
- To develop, maintain and review administration and workflow systems to ensure maximum efficiency
- To provide a high standard of administrative and management support in order to assist in the running of all school activities; working under supervision but expected to use considerable initiative to perform delegated duties, seeking advice where appropriate
- To be responsible for the oversight of the school email addresses and the distribution and timely responses to members of the public and parents
- To use relevant IT office packages proficiently to carry out duties, undertaking relevant training as required
- To monitor and manage the school's Complaints and GDPR Policies ensuring that the school is compliant with the Trust's policies and guidance
- To carry out all other general administrative duties including typing, website updates, filing, photocopying etc. which fall within the scope of the role
- To oversee the policy listing for the school ensuring that relevant personnel update all policies in a timely manner
- To provide or arrange cover from within the team to support other administrative staff as and when required
- With the support of the administrative team, to co-ordinate parent meetings, open evenings and other events on behalf of the school
- Ad hoc tasks as requested by the Head of School/Senior Leadership Team to support the wider team
- To oversee the management of all post and postal deliveries
- To coordinate the administration process related to fixed term suspensions and permanent exclusions
- To be responsible for monitoring phone calls ensuring that a professional approach is taken to dealing with all stakeholders in line with the Trust Charter and reception protocols

RECEPTION AND SAFEGUARDING

- To provide a welcoming, professional and clean environment for all visitors in line with Trust culture and ethos
- To ensure reception is fully staffed at all times and that the visitor safeguarding process is followed without exception
- To oversee reception and front-of-house arrangements, ensuring visitors, contractors and volunteers are welcomed, signed in and monitored in line with the school's safeguarding procedures
- To cover reception and welfare duties as and when required

ADMISSIONS

Working with the Trust Admissions Manager to support the admissions process including:

- The provision of an efficient student admission and induction service for new pupils particularly those with special educational needs and those arriving midyear
- Supporting the mid-term admission procedures e.g., interviewing parent/carers and students, completion of application form, identity checks, school history etc.
- Liaising with key colleagues as necessary to promote the successful induction of mid-term admissions and SEN students
- Ensuring accurate records are maintained for pupils on roll and regular liaison with Trust Admissions Manager to assist with maximisation of pupil led funding

MEDICAL AND FIRST AID

- To lead on First Aid and medical processes within the Trust
- To oversee the coordination of immunisations with the school nursing team as required
- To ensure all medical interventions and accidents are accurately recorded
- To liaise with Safeguarding staff and the School Nurse to keep care plans and medical information up to date
- To ensure emergency medication (e.g. inhalers and epipens) is readily available and in date
- To arrange first aid refresher training for staff as needed
- To oversee First Aid arrangements and provide support for the preparation of medical and health care plans

ATTENDANCE

- To support the school/Trust in the implementation of the Attendance Policy and procedures
- To ensure the students welfare needs are met so that students feel safe and secure both within school and at home
- To ensure senior leaders are provided with appropriate reports upon request

TRUST WIDE SUPPORT

- To liaise with the Head of School and the school's Governance link on all local governing body matters
- To support the recruitment and election of parent governors
- To act as the school's Deputy Data Protection Officer, supporting the Trust's Data Protection Officer
- To liaise with the Trust's Data Protection Officer on all aspects of compliance and data processing activities relating to the school
- To process requests for SARs and FOIs relating to the school, ensuring all queries from data subjects are addressed within legal timeframes
- To participate in annual audits, reviewing processes and procedures to ensure legal compliance

LINE MANAGEMENT

- To be the first point of call for any matters and queries that arise in respect of additional support for the Senior Leadership Team
- To ensure the effective deployment of the administrative team, managing workload and ensuring that all deadlines and targets are met
- To conduct regular one-to-one line management meetings with direct reports
- To complete probation review meetings with direct reports
- With the support of HR, manage any absences and implications on service delivery of the administrative team
- To carry out one-to-one team meetings and review team training and development needs
- To manage a team of administrative staff including attendance and student welfare

OTHER

- To work with the Finance Team in the administration of relevant Inset (training of staff) for the school, e.g. booking of courses and recording CPD
- To operate the school's switchboard during school holidays
- To carry out exam invigilation if required
- To undertake training and development relevant to the role and aligned with the Trust's priorities
- To be flexible in working hours as required, supporting after school and evening events as needed
- To support other schools within the Trust if required

GENERAL

- These above mentioned duties are neither exclusive nor exhaustive and the post-holder may be required to carry out other duties as required by the Trust
- Always to perform duties in all elements of the role in a professional manner and with integrity, mindful of confidentiality as appropriate
- To be committed to, and comply with, all Trust policies
- To comply with all provisions of the Health and Safety at Work Act 1974, any other relevant legislation and with all school Policy and Practice relating to Health and Safety at Work
- To participate in Line Management in line with school policy
- To participate in continuing professional development opportunities as directed or identified through appraisal and ensuring ability to fulfil role effectively
- To manage both internal and external relationships, striving for excellence in stakeholder satisfaction
- To work effectively and successfully in your team within school

OTHER REQUIREMENTS

- To have an up-to-date Enhanced DBS Disclosure.

SAFEGUARDING

Safeguarding students of the Trust is a priority. All appointments to posts in the Trust are made through stringent adherence to the requirements of 'Keeping Children Safe in Education' (most recent edition). The schools in the Trust maintain a cohort of staff trained in Safer Recruitment and the trained colleague(s) most appropriate to this post will participate in the selection process.

All staff will be trained annually in Child Protection requirements. Cognisant of Part 1 of 'Keeping Children Safe in Education', (most recent edition), staff are required to refer all Child Protection concerns to the Child Protection trained staff team in their school (recognising that they can refer directly themselves to LBWF in extraordinary circumstances). Those trained in Child Protection are identified throughout Trust and school documentation and on the school websites.

Within their work, employees are required to identify, attempt to prevent or at least minimise the risk of interpersonal abuse or violence; safeguarding children, other vulnerable people and themselves. This includes the timely sharing of Information with appropriate colleagues to enable action to be initiated and protection to be afforded to both students and/or colleagues as needed.

All employees are required to be aware of and update colleagues, as appropriate, to comply with current legislation and statutory guidance which will affect their practice in role and must adhere to all policies and protocols of Chingford Academies Trust and their school within the Trust.

Name of Postholder

Signature Date

PERSON SPECIFICATION
OFFICE MANAGER



JOB REQUIREMENTS	Essential	Desirable
QUALIFICATIONS		
GCSE grade C/4 or equivalent in English and Maths	X	
NVQ Level 3 OR equivalent experience or equivalent qualification, or willingness to train to achieve these, in relevant subjects		X
Understanding of Safeguarding and the Single Central Record	X	
EXPERIENCE		
Experience working in a school environment at in a senior administrative role	X	
Experience in the operation of administrative systems	X	
Experience of using school systems such as School Cash Office, Arbor		X
Experience in working as part of a team delivering tight deadlines	X	
Line management experience and ability to hold others to account		X
Experience of attendance and admissions processes, or other regulatory frameworks.		X
Experience of effectively dealing with external stakeholders		X
SKILLS, KNOWLEDGE AND UNDERSTANDING		
Excellent organisational and administrative skills	X	
Ability to follow instructions and carry out set duties	X	
Ability to communicate effectively at all levels (students, staff, parents, external partners)	X	
Competent user of IT and efficient administrator	X	
Good interpersonal skills with the ability to remain calm, professional and empathetic	X	
Ability to work in a logical way, prioritising and coordinating tasks	X	
Commitment to ongoing personal development and willingness to undertake appropriate training	X	
Good numeracy and literacy skills	X	
Knowledge of the Data Protection Act		X
Ability to hold performance management reviews with staff and contribute to the overall performance management process		X
Attention to accuracy and detail, particularly in the use of computerised systems		X
Ability to maintain confidentiality and appropriate professional boundaries	X	
Ability to deliver training and support to colleagues on a range of internal procedures		X

PERSONAL ATTRIBUTES		
Clear commitment and understanding of the Trust ethos, vision and values	X	
Flexible, proactive and resourceful	X	
Ability to work as part of a team but confidence and judgment as to when own initiative is required	X	
Commitment to school ethos and direction	X	
High standard of punctuality	X	
Ability to motivate others and to be self-motivated	X	
Calm and organised approach to work including times when under pressure	X	
Commitment to equality, diversity and inclusion	X	
SAFEGUARDING		
Commitment to safeguarding and promoting the welfare of children and young people	X	
Ability to form and maintain appropriate relationships and boundaries with students	X	
Understanding of Safeguarding procedures	X	
Enhanced satisfactory DBS check	X	

This post is exempt from section 4(2) of the Rehabilitation of Offenders Act, 1974, as the duties give you access to persons who are under the age of 18.

The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found at the Disclosure and Barring Service website.

The Trust as an employer is committed to safeguarding and promoting the welfare of children and young people as its number one priority. This commitment to robust Recruitment, Selection and Induction procedures extends to organisations and services linked to the school on its behalf.