

Office Manager – Secondary School

Job Purpose:

- To ensure that the Academy provides a high-quality community orientated service for parents, senior leaders, staff, students, parents, governors and members of the clergy.
- To lead and manage members of the support team as directed by SLT.
- To support the school managing the Admissions and Appeal processes for Year 7 - 11. The post holder will also be responsible for the Single Central Record and the Pupil Census.
- To provide reception and general administrative support within the main offices where needed.
- To provide administrative support to the Senior Leadership and Pastoral Teams and support with the Finance function within school.

Specific Responsibilities:

School Admissions

- Process applications for Years 7-11, both new intake and in-year ensuring all relevant paperwork is in place, prompting parents for additional information where necessary.
- To be the lead contact for liaising with parents via telephone, email and face to face to explain and assist with admissions processes and procedures.
- Present all applications to the Governors to facilitate easy categorisation and attend the admissions committee meetings providing advice and guidance to Governors.
- Rank applications for new intake and submit to the LEA by the required deadline to ensure they can make offers by National Offer Day and liaise with the LEA regarding offered and declines of offered for in-year applications.
- To be responsible for ensuring acceptances/declines of offers are received by parents promptly and ensuring that the PAN acceptances are in place swiftly.
- To take an active role in the preparation of the transition process including providing parents with the necessary information, communicating with primary schools regarding the transition for Year 6 children to Year 7 and liaising with the Year 7 Progress Leader to consider improvements and changes to processes.

School Appeals

- Process appeals for Years 7-11, both new intake and in-year ensuring all relevant paperwork is in place, prompting parents for additional information where necessary.
- To be the lead contact for liaising with parents via telephone, email and face to face to explain and assist with the appeals processes and procedures.
- To be responsible for the booking of the appeals hearings, acting as the primary contact for the school with the Clerk to the Appeals Panel, arranging accommodation and food and refreshments for the panel.



- Provide all information and documentation to the Appeals Panel to facilitate the hearing process providing advice and guidance to Governors.
- Provide advice and assistance to parents/ carers explaining the appeal process.
- To be responsible for ensuring acceptances are entered onto the school's roll swiftly.
- To take an active role in the transition process including communicating with schools where necessary and progress coordinators.

HR Support

- To ensure the Single Central Register is kept up to date on StaffSafe.
- Maintain online training system for all staff, rolling out training as required.
- To ensure that staff training records are accurate and that key training e.g. safeguarding, safer recruitment and first aid is up to date managing the online training portal.
- Administration for any staff absence e.g. link with OLOL HR Central Team, return to work records, organise welfare meetings.
- To minute and co-ordinate confidential meetings.
- To carry out the processing of overtime, checking timesheets and submitting payments via payroll.
- To process agency staff invoices.

GDPR

- To provide support to the school GDPR lead, ensuring that any updates are passed onto all staff and that correct procedures are adhered to at all times.
- Liaise with OLOL central team with regards GDPR procedures as required.
- Ensure that personal training is maintained according to current GDPR guidance.

Health and Safety

- To co-ordinate Health & Safety meetings and Records.
- To respond pro-actively to the outcomes of Health & Safety meetings.
- Responsibility for recording accident/incident information electronically.
- To have responsibility for maintaining accurate and up-to-date fire drill and lockdown procedures and ensuring that all staff are fully informed.
- To ensure that Risk Assessments are in place for all staff, where specific healthcare needs must be met.
- Oversee the minibus process liaising with the responsible member of admin staff.

Student Services

- Oversee the work of the Student Services Team in relation to bus passes, Trips, Free Meal authorisation and administration etc ensuring quality of provision.
- To be responsible for accurate student records in Arbor and student files
- To ensure that student class lists and timetables are accurate.
- To ensure that NEET data is collected.





OUR LADY OF LOURDES

CATHOLIC MULTI-ACADEMY TRUST

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- To be responsible for ensuring that confidential student records are passed to the DSL.
- To be responsible for the entry of Y7 students onto Arbor ensuring addresses, UPNs and contact details are accurate.
- To create the pastoral structure, liaising with SLT

Other Duties

- To lead and manage members of the admin team including performance management, return to work interviews and day to day management including the allocation and monitoring of workloads, effectiveness and wellbeing.
- To provide general administrative support within the school office and for senior leaders and other teaching staff in relation to the core purpose of the role
- To be the lead contact for the school's pupil census ensuring compliance and delivery.
- To perform any task or duty under the reasonable direction of the PA to the Headteacher.
- To assist members of the SLT/ Pastoral Team to undertake pastoral duties as directed.
- To be responsible for the disposal of documentation as per current data protection regulations.
- Be aware of the Data Protection Act and other legislation to ensure confidentiality of records and information is maintained.
- To help set up parents' evenings.
- To provide admin support for the SEND Department.
- To provide first aid.

This job description contains the main accountabilities relating to this post and does not describe in detail all the tasks required to carry them out. All staff are expected to be flexible to ensure the most effective organisation and delivery of services.

The duties and responsibilities of the post will evolve to meet changes in financial regulations, statutory requirements, or the natural development of the Academy and/or Trust. Such changes are; therefore, a normal part of the post and the post holder must be prepared to undertake any other duties commensurate with the general level of responsibility of the post which may be determined from time to time subject to the proviso that any permanent, substantial changes shall be incorporated into the job description and evaluated as such.



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Person specification

Requirements	Essential	Desirable	Demonstrated By
Qualifications & Training	5 GCSEs at Grade C or above including English and Maths (or equivalent)	Formal ICT Training	Interview/ Application form
Experience	Experience of working in a school office where confidentiality was paramount. Experience of working in a busy admin/secretarial position	Experience of the schools' appeal process Experience of the schools' admissions process Management/supervisory experience Experience of communicating at a senior level	Application Form/Interview
Skills	ICT literate: Advanced level Word (including mail merge), Outlook, PowerPoint and Excel Highly organised, efficient and accurate Excellent communication skills Understanding of financial management systems	Internet Skills Database skills	Application Form / Task
Knowledge	Be able to maintain and manage the school's Single Central Record Knowledge of school systems including admission and appeals	Knowledge and previous use of Arbor	Application form/Interview
Management	Able to manage own workload. Ability to prioritise. Able to plan ahead		Interview
Aptitude and Personal qualities	Excellent telephone manner Reliable, Friendly and approachable Professional Manner Helpful Able to relate well to staff, students and visitors		Interview

