

## Job Description

### Senior Office Manager

Job Details	
<b>Grade</b>	(Grade C, subject to evaluation under BCC Equal Pay programme)
<b>Job Evaluation Number</b>	TBC
<b>Directorate</b>	Children & Families
<b>Division</b>	Schools

#### 1.0 Portfolio Responsibilities

This Job manages and develops efficient operations of the school office while coordinating administration, reception and school events. Oversees pupil arrangements, staffing and HR processes, financial administration, ICT . Ensures compliance with statutory requirements and official returns. Provides line management to administrative staff and liaises with external services to support school priorities and operations.

#### 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

General
<ul style="list-style-type: none"><li>• Managing and developing the efficient and effective running of the school office, devising new systems as required to improve business efficiency and meet quality standards.</li><li>• Coordinating administration and reception services, maintaining flexibility and prioritising as needed to support school priorities and operations.</li><li>• Liaising with school staff to ensure the smooth operation and coordination of school events, which may include trips, visits and extracurricular activities.</li><li>• Managing key operational administration which may include organising supply cover and supporting Governing Body Committees.</li></ul>
Pupils
<ul style="list-style-type: none"><li>• Managing pupil arrangements such as pupil admissions and/or transition, attendance, School Health Services, trips, visits, events and extra-curricular activities, home to school transport, work experience, Free School Meals</li></ul>

**Staffing & HR**

- Managing staffing arrangements such as staff records and files, recruitment processes and checks, employment contracts, absence records, performance appraisal, Single Central Record, School Workforce Census, cover arrangements, confidential HR processes and liaison with external HR and Payroll services as required

**Finance**

- Supporting the management of budgets including recording of data related to the ordering, scheduling, receipting and payment of goods and services.
- Ensuring that financial deadlines are met in accordance with established budgetary processes and requirements.

**Compliance**

- Managing school compliance on specified areas which may include data protection, recruitment compliance, Health and Safety, Single Central Record, and Educational Trips and Visits(EVC), and financial audit processes
- Completing official returns such as monthly and yearly financial returns, school workforce census, Annual Service returns, and statistical returns as required for external bodies.

**ICT**

- Acting as System manager for the Administration Network
- Liaising with teaching staff, non-teaching staff and ICT service providers / technicians as appropriate to ensure ICT supports delivery of the curriculum and business support functions

**Special Conditions**

Is Safeguarding Check needed?

DBS Enhanced Children

**Person Specification**
**Essential Criteria**

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Qualifications AF/Q Hold a recognised business administration

		qualification or equivalent demonstrable experience
Qualifications	AF/Q	Hold GCSEs or equivalent in English and Maths at grade C/4 or above
Experience	AF/I	Have substantial experience in office operations and administrative services in education or relevant settings.
Experience	AF/I	Have experience administering HR processes including recruitment .
Skills	I	Have advanced proficiency in school management information systems and Microsoft Office applications.
Skills	I	Be able to speak an appropriate standard of spoken English -Part 7 of the Immigration Act (2016)
Skills	I	Have excellent organisational and prioritisation abilities to manage multiple competing deadlines effectively.
Skills	I	Have excellent communication and interpersonal skills for managing sensitive and confidential matters.
Skills	I	Be skilled in dealing sensitively with anxious, distressed, impatient or angry pupils, parents/carers and visitors
Other		Demonstrate a flexible and adaptable approach to supporting varied school operational needs.
Competency	I	Be able to promote and model working independently and working effectively as part of a team
Competency	AF/I	Be skilled in developing and implementing efficient administrative systems and quality improvement processes.
Competency	AF/I	Have the interpersonal and management skills to line manage teams and conduct performance

		appraisals effectively.
Competency		Be capable of liaising professionally with diverse stakeholders including staff, governors, and external agencies.
Competency	WBE	Be capable of managing multiple complex operational functions simultaneously and meeting critical deadlines, remaining calm under pressure.
Knowledge	AF/I	Demonstrate comprehensive understanding of school compliance requirements including data protection and safeguarding.
Knowledge	AF/I	Understand statutory requirements for school returns including workforce census and financial reporting.
Training		Demonstrate a commitment to undertaking ongoing training and professional learning

All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

### Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring

Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

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