

Job Description

Position: School Office Manager

Grade: SO2

Hours: 36 hours per week, term time plus 2 weeks (41 weeks)

Contract type: Permanent

Reporting to: Headteacher, Operations Manager

Responsible for: Office staff

Main purpose

The purpose of the School Office Manager is to manage on a day to day basis the school's operational and administrative functions.

The School Office Manager is responsible under the direction of the Head of School for all operational, administrative and HR processes within the schools. They play a lead role in the planning and development of support services.

They also manage lead administrative and operational staff and oversee the effective line management of staff within those areas.

They are responsible for implementing recruitment and performance management processes and guiding staff and leaders on the application of HR policies and requirements. They will also be supporting the school's compliance with HR strategy, policies and procedures to ensure staff are supported, managed and directed effectively.

They are required to work closely with the Head of School and other school leaders, managing, monitoring, reporting and mitigating on key operational issues.

They are expected to work closely with the Trust's leaders for HR, governance, operations, business, premises and finance and any external providers, to ensure the school is run effectively, efficiently and compliantly, making the very use of school and Trust resources.

Job Context

1. The School Office Manager reports to the Head of School
2. The School Office Manager is expected to work closely with Trust Leaders for HR, governance and operations
3. The School Office Manager has line management responsibility for key support staff:
 - a. Pathways Receptionist
 - b. Joint Eko Pathways/Pathways Exams Officer
 - c. Joint Eko Pathways/Pathways Admin Officer or equivalent

Duties and responsibilities

Strategic operational management

- Lead the development and implementation of ideas to improve the operational efficiency of the schools, delivering reductions in workload for key staff, de-duplication of tasks and better use of resources
- Work with the Eko Pathways Schools Operations Manager, Trust central leaders and other school operations staff to develop and implement ideas to improve operational efficiency of the Trust and member schools
- Keep up to date with best operational practice in schools and other relevant organisations and sharing with Trust and school colleagues
- Develop and implement operational ideas that will deliver financial savings to the school budget

Organisation

- Ensure the smooth and effective running of the school offices and all administrative and communicative systems
- Lead the planning, development and organisation of support service systems, procedures and policies
- Ensure that all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the school

Leadership

- Manage the administrative and premises staff as per the agreed staff structure, with line management of direct reports, including reviewing staff performance and carrying out appraisals and supporting staff with their line management responsibilities
- Train and develop administrative, operational and premises staff as appropriate
- Ensure that all members of the office present, at all times, a positive image to the school to all staff, parents and visitors both internally and externally
- Develop an office team that delivers and meets the needs of the school
- Take all decisions in line with the vision and values of the schools, and encourage others to do the same

Administration

- Manage manual and computerised record/information systems
- Analyse and evaluate data/information and produce reports/information/data as required
- Provide personal, administrative and organisational support to other staff and the local governing body
- Organise the management of admissions procedures in line with the relevant admissions process, maintain waiting lists and allocate spaces accordingly in line with the school's admissions policy
- Ensure that the school's email inbox is managed, ensuring the schools meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Oversee the process for completed forms from parents
- Oversee the process for managing incoming and outgoing post
- Manage the induction process for new pupils

Staff management, staff training, pay and conditions

- Lead the school's professional development programme, working closely with staff to ensure that needs are prioritised and addressed, and that accurate records of training are kept

- Advise line managers on continuous professional development options to address relevant staff needs
- Lead on delegated ad hoc staffing projects
- Ensure that staff are paid accurately and in accordance with Trust policy. This will include investigation and resolution of any staff pay anomalies.
- Ensure that pay processes are put in place in accordance with Trust policy
- Where appropriate, investigate and respond to pay queries within the school.
- Update staffing information as necessary to support with the school's payroll operations

Recruitment and induction

- Lead the coordination of the end-to-end recruitment process including:
 - development of job descriptions, person specifications, job advertisements and candidate information packs, liaising with hiring managers where appropriate
 - advertisement of vacancies, to both internal and external candidates,
 - working with external partners to publicise available roles
 - ensuring all pre-employment checks are carried out in a timely fashion in accordance with Trust policy
 - issuing of contractual documentation in accordance with policy
 - organising the effective induction of all new staff, liaising with the school leader and appropriate Trust
 - Ensuring that probationary processes are followed for all new staff

Safeguarding and record keeping

- **Lead the management of** the school's single central record (SCR), ensuring compliance with Trust policy
- Monitor and review the school's DBS checking process, ensuring compliance with requirements and efficiency is achieved
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times

Financial management

- Lead regular budget monitoring at Pathways School
- Manage the school's purchasing process in line with the Trust's policies and procedures and the agreed budget

Resource management

- Where appropriate to the school, support the management of examinations including pupil entries, liaison with exam boards, organisation of invigilators and submission of exam papers
- Coordinate the commissioning of agency staff, liaising with school leaders, keeping records of all commissions, verifying invoices and checking that there is sufficient staff budget.
- Lead the management of the ordering and management of school resources in liaison with appropriate school staff
- Oversee and operate relevant equipment and IT packages (e.g. the school's MIS system)
- Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school
- Assist the school leaders with marketing and promoting the school and lead the school's social media presence

- Lead the management of school licences and insurances
- Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient resources available
- Lead management of the organisation of premises repairs and maintenance liaising with the school operations manager

Staff engagement and wellbeing

- Ensure the school's is proactive in dealing with staff absence, in line with Trust procedures
- Work with senior leaders to consult with staff on job satisfaction, helping them to implement changes or improvements where appropriate
- Support the development of and share ideas that would enhance staff well-being and work life balance

Compliance

- Lead the management of the administration of recruitment including advertising, collating documentation, medical clearance and DBS checks as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Support the school's data protection lead taking responsibility for monitoring data protection compliance and advising the school community on data protection issues

General Duties

- To have due regard to the provisions of Health and Safety at work legislation
- To have due regard to the Trust's Equal Opportunities Policy
- To be aware of the confidential issues regarding this post including adhering to GDPR requirements
- To undertake any other duties that are within the grade and scope of the post, as determined by the Head of School
- To undertake annual mandatory and statutory training as directed by the Trust or School.

Developing self and working with others

- Promote and maintain a culture of high expectation for self and others
- Regularly review own practice, set personal targets and take responsibility for own development, seeking advice and support from relevant colleague

Scope:

The post-holder will be based at one of the Trist Schools and will be expected to work across the Trust, travelling from time to time to school sites. The job description needs to be considered in the context of a developing and evolving situation and, therefore, responsibilities described here may be adapted to meet changing needs.

Safeguarding

Compass Eko is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Employees are expected to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Trust

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF TESTING
Qualifications and training	<ul style="list-style-type: none"> ● GCSE/GCE or equivalent in English and Maths at pass level (L4 or grade C) 	<ul style="list-style-type: none"> ● Level 3 qualification in a relevant discipline including business, management, finance or HR 	Application form
Experience	<ul style="list-style-type: none"> ● Working in an office environment at senior level ● Organising, leading and motivating other staff and managing change ● Developing, managing and operating clerical/administrative/financial and organisational systems ● Managing staff with different roles, skills and expertise ● Working with children or young people ● Day to day budget management ● Managing staff in line with HR policies and procedures 	<ul style="list-style-type: none"> ● For roles where there is exam responsibility, experience of managing this 	Application form

Skills and knowledge	<ul style="list-style-type: none"> ● Basic knowledge of financial regulations ● Excellent attention to detail ● Excellent literacy and numeracy skills ● Excellent use of business software for documents, data analysis, presentations spreadsheets ● Excellent use of business and school MIS systems ● Ability to use relevant office equipment effectively ● Ability to plan, organise and prioritise ● Understanding of data protection and confidentiality ● Understanding of safeguarding ● Analysing and evaluating complex data 		Interview/tests
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<p>Personal qualities</p>	<ul style="list-style-type: none"> ● Commitment to promoting the ethos and values of the school and Trust and getting the best outcomes for all pupils ● Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school ● Ability to work under pressure and prioritise effectively ● Commitment to maintaining confidentiality at all times ● Commitment to safeguarding and equality ● Embraces change well ● Deals with difficult situations effectively 		<p>Interview/tests</p>
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