

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Office Manager</b>
<b>Salary:</b>	<b>TTO scp 28</b>
<b>Responsible to:</b>	<b>Headteacher</b>
<b>Responsible for:</b>	Administration staff Welfare Assistant Family Support Worker Midday Assistants Catering Assistants (Supervisory day to day)

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### **Summary of role**

The Office Manager is a key member of the school's administrative team and is the main and first point of contact for the majority of visitors to the school and as such is pivotal in projecting the school's positive, welcoming ethos and values. They are therefore, expected to demonstrate exemplary customer service and a can-do approach to both internal and external customers.

Under the direction/instruction of the Senior Leadership team the administrative team provide key administrative and welfare support to the school delivering key performance indicators e.g. Attendance.

### **Key External Contacts**

Education Agencies, Schools, Parents and Carers, Local Authorities, Suppliers and Contractors

### **Key Internal Contacts**

School Staff, The School Community – Parent, Carers, Pupils and Shared Services Team

### **Purpose of the job**

1. To lead and manage all of the administrative staff
2. Make sure that key areas of the school performance are working at optimum levels e.g. pupil attendance; Single Central Record for visitors and contractors

### **Duties:**

1. Support and oversee administration staff with dealing with routine reception/visitor matters, ensuring that everyone receives a welcoming positive and helpful response and that messages and calls are efficiently processed;
2. To be aware of and follow school policies and procedures for visitors in school;
3. To use computerised management information systems and/or paper based filing systems to enter record and retrieve data;
4. In addition to general administration duties, the post holder will provide admin support to SLT specifically around confidential or sensitive matters
5. Produce lists/letters/ information/data as required e.g. pupils' data;

6. Maintain and populate the school calendar and School Website with information as provided and directed by Senior Leaders;
7. To act as a minute taker for the Senior Leadership Team
8. Monitor incoming emails to the School's admin mailbox and deal with as appropriate.
9. Support administration staff to chase and follow up outstanding debts owed by parents and report debtors to SLT;
10. To conduct staff appraisals for those members of staff who are line managed by the post holder;
11. To maintain training records for all school staff and liaise with Senior Leaders and the Head of Professional Development when training needs occur

#### **First Aid**

1. To be one of a team who undertake the provision of First Aid (after training) in the event of accident or injury, looking after sick pupils, liaising with parents/staff etc;
2. Ensure the completion of relevant documentation according to school procedures;
3. Ensuring that in the event of accident or injury ensure the completion of relevant documentation according to school procedures is completed by an appropriate person in a timely manner

#### **Admissions, leavers & Promotion of the School**

1. Maintain and collate pupil records and reports;
2. Overseeing the input of new pupils on the Schools information system;
3. To ensure all school leavers are processed and confidential records are also passed to the receiving educator in a timely manner
4. Working to pre-defined procedures deal with the administration of admitting new pupils to the school. To correspond/liase with pupil admissions, enter new pupil information onto the school systems and to ensure that the school has the relevant information file for each pupil;
5. To positively promote the school to all enquirers and ensure that all members of the office team do the same;
6. Continue to develop the promotion of the school through the updating of the school website and the use of a variety of communication tools;

#### **Safeguarding, Personnel and the SCR**

1. To ensure that all visitors to the school provide the required information and are subject to the necessary checks to enable and facilitate the day to day upkeep and maintenance of the Schools Single Central Record for contractors and visitors;
2. Maintain internal HR administration systems such as recording of absence and ensuring up-to-date contact details are on file;
3. Ensure ID documents are checked against specified criteria for all applicants attending school for interviews
4. Perform regular checks to ensure that no anomalies can be found on the SCR is entered accurately and onto the SCR;
5. Oversee with rigour that the school visitor policy is consistently upheld by all staff, raise any breaches to the Headteacher;

6. To act as the focal point for all enquiries / guidance from office staff, teaching staff and members of the public;
7. To ensure all staff absences are reported to the SLT;

### **The School Census and the Recording/Maintenance of Pupil information and Records**

1. Maintenance of detailed pupil information
2. Undertake end of year procedures with the support of the Head of Business, including entering the school calendar for the next academic year, updating the school academic structure, etc
3. Complete the schools pupil census returns, seeking support and guidance from the Head of Business and ensuring that any anomalies are rectified. Seeking authorisation from the Headteachers and Head of Business prior to submission
4. Completing other forms, statutory returns including those to outside agencies e.g. DfES under the direction and guidance and direction of Senior Leaders

### **Educational visits and Resources**

1. Responsibility for booking and organising school trips/ visits;
2. Prepare costing options for trips and visits throughout the year ensuring that financial probity is undertaken;
3. To ensure trips/ visits risk assessments are completed by the trip/ visit leader in a timely manner and to share these assessments with SLT;
4. To supervise the office team with the administration/monitoring of the school's resources, monitoring supplies/stock, reporting orders or breakages and checking off deliveries;

### **Responsibilities**

1. To work in accordance with and contribute strategically to the trust values, culture and ethos in the day-to-day operation of the job;
2. Be aware of and comply with all policies and procedures including those relating to child protection, health, safety and security, confidentiality, equal opportunities and data protection, reporting all concerns to an appropriate person and ensure that the team are compliant with this;
3. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment;

### **Confidentiality and Data Protection**

1. To treat all information acquired through employment, both formally and informally, in strict confidence;
2. To be aware of the school's responsibilities under DGPR for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this and to promote these principles within the team;
3. Be aware of and comply with policies and procedures relating to child protection reporting all concerns to an appropriate person;
4. Be aware of all documents produced during the time at the school remain the commercial documents of the school;

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other relevant and/or reasonable duties as directed by their Head Teacher/Line Manager commensurate with the skills, abilities and grade of the post.

To be alert to issues of child protection, ensuring that the welfare and safety of children attending the School/Nursery is promoted and safeguarded and to report any child protection concerns to the person responsible for child protection using safeguarding policies procedures and practice.

Prevent, identify and minimise risk of interpersonal abuse or violence, safeguarding children and other vulnerable people, initiating the management of cases involving actual or potential abuse or violence where needed.

Be aware of and update colleagues, as appropriate to comply with current legislation and policies affecting practice, e.g. Keeping Children Safe

### Person Specification

<b>JOB REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment I/T/A*</b>
<b>Qualifications</b>			
GSCE grade C or equivalent in English and Maths	✓		A
Business Administration Level 3		✓	A
<b>Experience</b>			
Competent use of IT packages including Word, Excel, and PowerPoint	✓		A/I
School Office Experience	✓		A/I
Experience of Arbor and PSF (MIS in a school environment)		✓	I/T
Experience in supervising / managing staff		✓	A/I
<b>Skills, knowledge and understanding</b>			
Knowledge of key subject areas such as administration, catering, first aid, family support	✓		
Good communication skills with a positive and enthusiastic approach with a range of stakeholders	✓		A/I/T
High level of personal organisation to accommodate changing demands	✓		A/I
Able to prioritise and manage workload effectively to secure successful outcomes within agreed scheduling	✓		A/I
Able to work calmly under pressure	✓		A/I
Focus on continuous improvement to identify better ways of doing things	✓		A/I
Careful attention to detail	✓		A/I/T
Ability to take on a wider of administrative and organisational tasks	✓		A/I
Able to demonstrate a high level of discretion and sensitivity	✓		A/I
Ability to work alone or part of a team	✓		A/I
Evidence of commitment to safeguarding and protecting the welfare of children	✓		A/I
<b>Other Requirements</b>			
A commitment to on-going personal development and willingness to undertake appropriate training	✓		
Appointment to the post is subject to a satisfactory enhanced DBS (Disclosure & Barring Service) check	✓		
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. Applicants are not entitled to withhold information about convictions, which would be regarded as spent for other purposes.	✓		