

Job Description

JOB TITLE: Support Manager

REPORTS TO: Headteacher

SUPERVISES: Support Officers/Business Apprentice and Receptionist

BAND: Essex Scale 8

JOB PURPOSE:

To develop, maintain and monitor administrative support throughout the school.

Manage the School Officer/Business Apprentice/Receptionist team, quality assure and supervise all administrative work.

Provide personal assistance to the Headteacher, minute meetings, manage appointments and contacts.

To ensure provision of an effective administrative and clerical support to the school. To be responsible for the day-to-day management of the administration and reception function

To assist the Headteacher by using data to provide school improvement information and be responsible for the setting up of systems within the school.

KEY CORPORATE ACCOUNTABILITIES

To actively promote the Trust's Equal Opportunities Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place

To maintain awareness of and commitment to the Trust's Equal Opportunity Policies in relation to both employment and service delivery

To fully comply with the Health and Safety at Work Act 1974 etc, the Trust's Health and Safety Policy and all locally agreed safe methods of work

At the discretion of the Head Teacher, such other activities as may from time to time be agreed consistent with the nature of the job described above

To work with colleagues to achieve service plan objectives and targets

To participate in Employee Professional Development schemes and contribute to the identification of own team development needs

PRINCIPAL ACCOUNTABILITIES

- Be responsible for the efficient management of the Headteacher's office, including the organisation and security of all confidential files and documents.
- Manage the Headteacher's diary, creating and rearranging appointments as necessary and organising all relevant documents and communications relating to meetings.
- Have access to, and coordinate, diaries for the senior leaders in order to organise team meetings and provide availability information to staff, parents and other key stakeholders when required.

- Co-ordinate processes and procedures in all aspects of administration in the school.
- Line-manage and develop the administration team in line with the Trust's vision.
- To create and maintain a purposeful, orderly and supportive working environment, ensuring quality assurance with the team.
- Support the successful completion of induction for all new administrative staff and advise on the continuing professional development of the team.
- Design, develop and implement processes and administrative procedures that work effectively.
- Manage absence within the office, ensure a fair and equitable workload for the team and arrange cover for absent team members.
- Working alongside the Headteacher developing understanding of operational functions required in the school including HR processes.
- Filter communications with the Headteacher in order to ensure that matters are dealt with by the correct staff member
- Produce, prepare and respond to correspondence on behalf of the Headteacher, including drafting of complex correspondence.
- Manage and ensure the accurate maintenance of the information management system for pupils and staff.
- Report student and school issues in line with the Trust's policies for health and safety, child protection, behaviour management etc.
- Attend meetings and training sessions as required.
- Be involved in extracurricular activities, e.g. open days, presentation evenings
- Support the Headteacher in the planning and organisation of extra-curricular activities, e.g. open days, presentation evenings and trips and visits.
- Administer and distribute the weekly staff bulletins.
- Attend staff briefings, taking notes and distributing to all staff in an efficient and timely manner.
- Liaise with the chair of Governor's and clerk of the local advisory board in arranging meetings, including all related administrative/logistical tasks and refreshments
- Manage and oversee the school's admissions processes, ensuring compliance with statutory requirements, coordinating applications, appeals and in-year admissions, and acting as the primary point of contact for prospective parents, local authorities and relevant stakeholders.
- Coordinate and administer all suspension and permanent exclusion procedures, ensuring statutory compliance, accurate record-keeping, timely communication with stakeholders, and effective organisation of related meetings, correspondence and documentation.
- To supervise the office staff and delegate and monitor their work, including anticipating and planning for termly work in conjunction with the Headteacher.

- To take particular responsibility for dealing with complex enquiries or difficult visitors/callers referred from Reception as required.
- Manage hospitality for whole school meetings and events/functions.