

CHESTERTON PRIMARY SCHOOL JOB DESCRIPTION

POST	Office Manager
GRADE	Scale: SO1/SO2 (depending on experience)
EMPLOYMENT STATUS	Permanent All Year Round
RESPONSIBLE TO	Head of School and Trust's Head of HR
RESPONSIBLE FOR	Administration Assistants x 3, Premises staff x 2. (Responsibility for the Premises Manager in conjunction with the Head of Estates and Facilities).

Purpose of the Job

- To lead on all areas of non-educational support across the school, ensuring that those non-educational aspects of school life (general management, operations, HR, premises and administration) support the school's strategic vision; promote the highest standards of business ethos; and operate in an efficient manner which maximises opportunities for the children.
- To line manage the administration team with oversight of the premises staff in conjunction with the Head of Facilities and Estates.
- To act as a key contact between the school and the Trust's Central Team in respect of the postholder's areas of responsibility
- To lead on all aspects of transactional Human Resources for the school, working under the oversight of the central HR team.
- To support the financial administration of the school as appropriate and that it is compliant with Wandle Learning Trust's financial procedures.
- To act as a fulcrum between the school and Wandle Learning Trust's central premises and facilities team

Key Responsibilities

HUMAN RESOURCES

- To oversee and co-ordinate recruitment and selection processes, assisting with job descriptions and adverts, and co-ordinate the interview/selection arrangements.
- Ensure all pre-employment checks are undertaken and compliant with statutory guidelines and Trust policies, issuing appropriate documentation, ensure checks are complete and recorded appropriately in management information systems and personnel files. To prepare all HR related documentation for the school, including offer letters, contracts, job descriptions.
- Perform monthly checks of payroll to check for accuracy
- To be the main link with the Trust's payroll provider, ensuring that new appointments, contractual changes, variances and terminations are accurately authorised and processed in a timely manner.
- To maintain and monitor the Single Central Record to ensure it is compliant with statutory and Trust requirements, bringing any concerns to the attention of the Head of School, Head of HR and/or Trust Safeguarding Lead, as applicable, immediately.
- To ensure induction processes are undertaken in accordance with the Trust's policies, liaising with line managers accordingly, and that new staff undertake relevant training required, e.g. Safeguarding, Health and Safety, etc.
- Input and monitor staff absences, collate staff attendance data, undertake return to work processes,

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highlighting issues and supporting line managers in addressing any concerns.

- To work closely with the Trust's finance lead to extract and review payroll reports and contributing information to enable accurate staff forecasting and budget setting.
- Under guidance from the Head of HR, to advise and support on routine employee relations issues (e.g. occupational health referrals, staff grievances, disciplinary and other sensitive issues) in a discrete and professional manner.
- Manage the leaver process for employees, ensuring they are offboarded accurately and exit questionnaires are processed appropriately.
- Manage all manual and computerised HR records and information systems, ensuring all information is accurate, kept up to date, data protection regulations are abided by and to provide management reports as and when required, including statutory returns, e.g. School Workforce Census and School CENSUS.
- Ensuring that CPD and performance appraisal records are maintained accurately and that compulsory training is undertaken by all staff.

WIDER RESPONSIBILITIES

- To provide complex and confidential secretarial support to the Head of School, including drafting and formatting documents, letters, reports, etc.
- To manage arrangements for visitors and events for the Head of School, e.g. meet and greet arrangements, book rooms, arrange catering, etc. helping to present the school in a highly positive manner.
- To ensure external visits and training courses undertaken by the school staff are arranged and presented well.
- To be proactive in bidding for school grants.
- To manage the school website and social media accounts, and ensure effective communications between the school and families.
- To make sure the front of house delivers an effective and efficient customer service, ensuring all visitors and callers to the school are courteously and correctly received, and to deal sensitively with anxious, distressed or impatient visitors/callers.
- To ensure the effectiveness of the school's front of house security at all times and that there are appropriate levels of coverage, including the postholder covering when required.
- To cover the front of house as and when needed.

ORGANISATION & ADMINISTRATION

- To direct workflows to the Administrative Staff to meet peaks and troughs and ensure key deadlines can be met. To oversee the completion and delivery of these workflows.
- To carry out staff induction, probation reviews, performance management and training for the office staff and support the Head of Estates and Facilities with the same for premises staff.
- To make sure the school maintains and develops accurate and up-to-date databases and information systems in respect of pupils to enable the reporting on relevant information and ensuring all data protection requirements are complied with.
- Oversee attendance, and to support the attendance officer to implement the attendance strategy
- To design and create a range of publicity and marketing materials to promote the school to parents, job applicants and others, liaising with the Trust's external marketing partners and other relevant stakeholders as appropriate.

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- To support the project management of new initiatives, e.g. implementation of new IT systems, helping to ensure projects are completed effectively, colleagues are trained as appropriate and acting as a first line of enquiry for issues.
- To be responsible for the school safe ensuring that items stored within it, e.g. money/permits/SATs papers etc are kept securely
- To help, support and supervise other school staff in the use, organisation, application and maintenance of school systems and deliver on-the-job training and development where appropriate.
- To liaise with contractors and suppliers to ensure goods and services are delivered in accordance with agreed terms, resolving issues as they arise and ensuring the school gets value for money.
- To produce letters, reports, memoranda, and produce other documents and reports using the appropriate equipment and ICT and office management systems as appropriate.

PREMISES

- To provide day to day oversight of the school premises ensuring that routine tasks are completed by the premises staff and ad-hoc or priority tasks are promptly identified and appropriate actions taken, feeding back to the Head of Facilities and Estates accordingly.
- To support the Head of Facilities and Estates with site management building/improvement projects, helping to ensure contractors comply with relevant school protocols and health and safety requirements.
- To oversee the compliance of health and safety requirements of the School and report any concerns immediately to the Head of School and Head of Facilities and Estates.

EXTERNAL LIAISON

- To liaise and collaborate effectively with colleagues within the MAT, including other schools, sharing, reviewing and implementing best practice and innovation across all areas of responsibility.
- Establish constructive relationships and communicate effectively with relevant external agencies as appropriate, on specific issues relevant to areas of responsibility.

OTHER RESPONSIBILITIES

- Be aware of and comply with all relevant Trust policies and procedures, including those relating to child protection, health & safety, security, and data protection, reporting all concerns to an appropriate person.
- To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school, and to proactively promote anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
- To undertake any other roles commensurate with the purpose and grade of the role.

Signature of Post Holder: _____ Date of issue: _____

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Person Specification
Job Title: Office manager (including responsibility for HR and Premises)

	Essential	Desirable
Qualifications		
NVQ 3 or equivalent or equivalent experience	✓	
Human Resources qualification (e.g. CIPD or equivalent)		✓
Experience		
Experience in a school administration post or similar (2+ years)	✓	
Experience working in a school setting		✓
Experience of HR administrative processes (recruitment, onboarding, etc.)	✓	
Knowledge and Understanding		
Knowledge of relevant policies/codes of practice and awareness of relevant legislation.	✓	
Knowledge of HR best practice.	✓	
Skills and Abilities		
Ability to build good relationships and to deal sensitively with children, staff, parents, carers and visitors.	✓	
Able to effectively lead and manage a team.	✓	
Ability to organise work and implement effective systems.	✓	
Ability to work under pressure and to deadlines.	✓	
Ability to use initiative and prioritise work.	✓	
Excellent written and verbal communication skills.	✓	
Ability to work as part of a team.	✓	
To be committed to safeguarding and promoting the welfare of children.	✓	
Ability to maintain confidentiality across a range of sensitive issues	✓	
To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school.	✓	

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