



Hertford Heath Primary School

School Office Manager – H6

Main purpose

To manage the school administrative systems and to support the financial functions within a school.

Key responsibilities

1. Provide leadership to the school's administrative systems and administrative staff, ensuring the efficient functioning of the school office.
2. To communicate professionally and effectively with all staff, governors, parents, children and visitors to the school.
3. Assist the School Business Manager with payments, raising of invoices and supporting with accounts payable.
4. Manage workload within the school office team ensuring statutory and key school deadlines are met, delegating tasks and duties as appropriate to other office staff.
5. Assist the School Business Manager with budget setting and monitoring.
6. Oversee the collection of income, monitor online payments and bank manual monies as required.
7. Assist with monitoring of service contracts, school licences, lettings and insurance.
8. Maintain and update school information management system with pupil data including the completion and submission of the termly School Census
9. Produce, and respond to, correspondence.

Individuals in this role may also undertake some or all of the following:

1. Contribute to the development of administration policies.
2. Provide support, advice and guidance on administrative issues to senior staff, governing body and others.
3. Liaise with other staff, pupils, parents/ carers and external agencies.
4. Contribute to marketing and promotion of the school.
5. Manage lettings and the use of premises for the use of outside organisations and local community.
6. Coordinate, purchase, repair and maintenance of furniture and fittings.
7. Responsible for effective operation of payroll system.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Job Context

- The school has a team of administrative staff who provide the full range of reception and administrative functions.
- Manages administrative support services who deal with administrative queries that come into the school. Will usually work within clear guidelines and established processes but deals with unexpected problems. Makes decisions on issues where there is no clear process and job holder responds independently.
- Follows daily and weekly routines with some monthly and annual tasks such as returns.
- Communicates with staff, pupils and external agencies, such as suppliers, dealing with a range of issues.

Knowledge, Skills & Abilities

- Knowledge for developing and management of relevant administrative/ financial procedures, including use of relevant ICT packages and systems, and knowledge of administration policies and procedures, acquired through experience over a period of time.
- Communicates with staff, pupils, parents/ carers, governors, suppliers and a range of other external contacts, responds to a range of difficult issues.
- Skills for contract negotiation, managements and motivation of other administrative staff.
- Most tasks require keyboard skills used with precision and speed.

Problems, Demands & Decisions

- Makes decisions on issues where there is no clear process and job holder responds independently.
- Dealing with difficult visitors/ parents, resolving issues.
- Concentration for complex administrative and financial tasks. Has work related pressures through deadlines and interruptions.
- Exposure to emotionally demanding situations is infrequent.
- Has contact with pupils, parents and carers and outside agencies entering the office and may assist with the welfare and care of sick pupils.

Dimensions

- Line management responsibility for administrative staff where applicable.
- Assists with the managing and monitoring of school financial processes and budgets.
- Develops and maintains recording and information systems for pupil data.

Physical Effort

- Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads.

Working Environment

- Work is normally carried out in an office environment.