



Job Description

Post:	Office Manager
Responsible to:	Headteacher
Line managed by:	Deputy Headteacher
Supervises:	Office staff
Salary scale:	SO2 (£42,912 FTE, £39,702 pro rata term time plus 2 weeks)
Location:	The Excelsior Academy

Equal Opportunities

The trust has a strong commitment to achieving the equality of opportunity in both services to the community and the employment of people, and expects all employees to understand and promote its policies in their work.

Job Purpose

This is a busy and pivotal role within the school. The Office Manager will develop and lead an outstanding office function by meeting all of the administrative needs of the school. The post holder will provide first-class administrative support to all stakeholders whilst ensuring that all Safeguarding and GDPR requirements are met. The Office Manager will shape a dynamic admin team and will improve and innovate existing functions and processes. They will set a standard of excellence for the admin team and will develop all members of the admin team to their full potential.

Duties and Responsibilities

1. Ensure the effective operation of all aspects of the main school office and reception
2. Proactively support the development of a dynamic learning community through the effective delivery of administrative services to meet the needs of every stakeholder
3. Line manages the reception and office staff by demonstrating a high standard for them to follow and by encouraging their development
4. To identify team training and development needs, as well as individual requirements and work towards upskilling all team members
5. To work with others collaboratively to introduce and improve procedures and processes
6. To be competent in staff absence cover arrangements, so that cover can be provided if required

7. To provide cover for the Head's PA role should the need arise
8. To maintain confidentiality at all times
9. To demonstrate a high level of attention to detail
10. To coordinate and send communications for parent/carer evenings using the most effective means available
11. To coordinate the student and staff lunch pass system
12. To work with all departments in the school to support the logistics of events and all teaching needs, considering health and safety requirements at all times
13. To offer practical and effective solutions to day-to-day issues as they arise by acting quickly, decisively, calmly and professionally to keep all relevant parties informed
14. To ensure that the admin team are achieving their responsibilities to a high standard and to offer support and guidance where needed
15. To prioritise and re-prioritise personal workload and that of the team so that all deadlines are met
16. A willingness to take on first aid/fire warden duties
17. To occasionally work out of hours in the event of an emergency situation
18. To devise and manage systems which improve the efficiency of school administration in relation to the role
19. To manage responses to parental enquiries, including comments and complaints and provide excellent customer service
20. To complete any ad hoc reports as required
21. To proofread letters from school staff and make amendments or suggestions as required, ensuring a high quality of written communication is maintained
22. To track delegated tasks where required and monitor progress, chasing any documentation or responses not received and keeping relevant staff informed as appropriate
23. To liaise with external organisations representing the school in an efficient and professional manner
24. Any other tasks which fall within the competence of the postholder, as may be required from time to time

These responsibilities and duties may be subject to variation as the school's needs change at the reasonable discretion of the Headteacher.

This job description describes the way the postholder is expected and required to perform and complete particular duties. It does not form part of the contract of employment.