BUSINESS ADMINISTRATION MANAGER

JOB DESCRIPTION

*40 hours per week, 52 weeks per annum*

*Reports to: Bursar and Deputy Heads*

ABOUT JOHN LYON

Founded in 1876 as an Independent day school for local boys, John Lyon is one of the top independent day schools for boys in the UK. We pride ourselves on our broad yet balanced curriculum and ability to tailor an education to meet the individual needs of our pupils. Our ethos is to treat every boy as an individual, strive for academic excellence and provide outstanding pastoral care whilst offering a broad range of opportunities outside of the classroom. The School has consistent excellent results with ‘value added’ at all levels, GCSE, AS and A-Level.

The School campus spreads across six buildings on Harrow-on-the-Hill and is part of John Lyon’s Foundation. John Lyon has a clear set of values that are vital to our community. These values shape who we are, what we do and how we do it.

THE DEPARTMENT

The Central Administration Team at John Lyon is the *engine room* of the School. It delivers a wide range of operational and administrative duties for the whole School community. Located in the main building at the heart of the School, this busy team of 4 ensures that Academic staff, as well as staff from Admissions, ICT, Data management, Wellbeing and Estates are well supported and the School day runs smoothly. Pupils, parents and visitors to the School also require support throughout the day. John Lyon is a busy school and members of the team work together to answer telephones, take messages and liaise with parents and pupils every day.

PRIMARY OBJECTIVES

1. The effective management of all School administration functions (with the exception of the Heads/Deputy Heads & Bursar’s offices which are managed separately)
2. The development and introduction of efficient systems both in terms of resource, time and financial management to ensure the smooth and efficient running of the central administration team.
3. Managing the function and related budgets to best effect.

Duties

The following list is intended to give a broad indication of the tasks and responsibilities managed by the Business Administration Manager. It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances and employees will be consulted should this be necessary.

**People Management**

* Responsible for line managing, welfare and performance of the three Business Administrators that make up the Central Administration Team (CAT).
* Oversee the day to day CAT tasks and ensure sufficient cover is available at all times for the range of activities undertaken by the team both for planned and unplanned absence.
* Comprehensively induct, and continually develop, direct reports through training, one to one coaching. Identity training needs through constant observation and appropriate use of the School’s Performance Assessment Review process.
* Provide support and guidance to team members as required encouraging effective communication and collaboration across all areas of the school community
* Work closely with other heads of department to shared objectives. Use these relationships to develop design more efficient and effective business processes and procedures.
* Plan, organise and deliver department development plans and work schedules to enable efficient and effective use of CAT’s time and resources. Create daily/weekly/monthly key activity work plans based on the School calendar and monitor performance and delivery of these on a regular basis.
* Continually meet with senior management team members to seek feedback on the department’s provision and performance. Develop improvement schemes and pre-emptive actions for forthcoming events and challenges.
* Provide support to individual SMT members, as required, including diary management, travel planning, organising and supporting events and arranging and servicing meetings.
* Manage all aspects of the main School Reception during the hours of 0800 and 1730 hrs Ensure CAT is adept, helpful and courteous to all pupils, staff, parents and visitors. Provide advanced customer relationship training to all Business Administrators on an ongoing basis.
* Stimulate and inspire a real sense of challenge and proactivity across the team. Research and discover new approaches to routine tasks and openly reward direct reports and other staff members that challenge the status quo.

**Operational Management**

* Manage and maintain the range of current activities and business processes carried out by the current School Office. Review and analyse all these activities to ensure that they are fit for purpose and relevant. Manage the annual School Office budget. Work closely with the Finance team to secure best price and service across the range of budget codes and expenditure.
* Demonstrate and lead a culture of challenge and continuous service improvement in all areas of business processes and procedures. Seek intelligent solutions and use ICT, as broadly as possible, to gain an edge and deliver time and resource savings.
* In conjunction with IT Operations and Development Manager, specify and adopt software packages in support of continuous improvement.
* Ensure that the diverse responsibilities of the Data Manager are understood by CAT such that planned and unplanned support can be arranged and programmed.
* Plan and integrate the requirements of the Estates, Data and Marketing functions in a smooth, seamless and assured manner.
* Ensure that the administration of pupil registration, absence recording, parent contact and the filing of pupil records and upkeep is effectively managed and maintained at all times.
* Carry out research, review and analysis in related areas of responsibility. and produce reports and executive summaries proposing options and alternatives with specific recommendations.
* Provide professional support to SMT dealing with confidential and sensitive matters. Process day to day correspondence in an efficient manner, drafting responses where appropriate and ensuring that priorities are dealt with swiftly.
* Ensure that Admissions Department receive appropriate support at critical times in the School calendar. Supporting the Registrar at Open Days, Sixth Form Open Evenings, School-in-Action visits, information events, feeder school (local preparatory and maintained) visits as well as the standard registration, admissions and entrance examinations process, all of which requires careful scheduling of team members outside normal school hours.

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School’s Child Protection Policy Statement at all times. If, during the course of carrying out the duties the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the School’s Designated Safeguarding Lead.

In accordance with the Health and Safety at Work Act 1974 all employees have a duty to look after their own and others’ health and safety.

John Lyon is an Equal Opportunity Employer



PERSON SPECIFICATION

Business Administration Manager

**Qualifications**

* Educated to A level standard or equivalent
* Completion of an ECDL or other Microsoft qualification

**Core competencies**

* Proven experience of managing and organising a busy office and administration team
* Ability to direct a team of staff to complete general administrative tasks in an efficient manner demonstrating best practice at all times
* The ability to prioritise and plan work to ensure that deadlines are achieved and the demands of urgent ad-hoc work accommodated.
* Highly organised, able to manage conflicting priorities and areas of work.
* Ability to produce detailed reports, policies, guidelines and present complex information.
* Ability to minute and produce accurate records of meetings.
* Ability to exercise discretion in dealing with sensitive information maintaining strict confidentiality where appropriate.
* Experience of planning, prioritising and organising your own work or resources and proactively working with others to achieve team objectives
* A confident and fluent leader with strong influencing and persuasive skills Strong relationship management skills with the confidence to deal with people at all levels, sensitively and diplomatically.
* Able to challenge actions that go against protocol and risk the department’s reputation
* Experience of managing departmental budgets, invoicing and ordering procedures
* Able to present information in a logical and systematic manner and to interpret figures with skill and understanding
* Self-motivated, professional and approachable providing excellent team support

**System Knowledge**

* Advanced level experience of MS Office and Google applications
* Experience of working with a CRM, financial or business administration database (e.g. Sage, SAP, Siebel, etc.) or School Management Information Systems (e.g. SIMS, iSAMS, etc.)
* Experience of working with data analysis and reporting software tools.

**Initiative and Innovation skills**

* Experience of exploring and seeking ways to improve and adjust levels and quality of service.
* Experience of using initiative and creativity to resolve problems, identifying practical and sustainable solutions.
* Substantial experience of developing effective senior level relationships. This includes negotiating and influencing a wide range of senior stakeholders to effect changes to processes, activities or systems.
* Evidence of ability to communicate potentially complex issues in an effective and clear style.
* A track record which demonstrates a proactive approach to restructuring department and business processes and procedures to improve efficiency.
* Confident approach to problem solving; not deterred by complex problems which may arise.
* Constantly seeking to introduce more efficient and effective ways of working. Proven ability to work proactively and anticipate needs.

**People & Line Management**

* Experience of being supportive and encouraging of others, with a flexible approach to delivering team results.
* Extensive experience in the full remit of people management including the recruitment, day-to-day leadership, conduct, performance, appraisal, development and motivation of staff.
* Evidence of continuing and relevant professional development.
* Ability to self-evaluate personal learning needs and actively seek learning opportunities.

This position is subject to an ENHANCED DBS certificate in the event of a successful application. Copies of the School’s Code of Practice and Policy on the Recruitment of Ex-Offenders are available from the Personnel Department.