

**SCHOOL OFFICE MANAGER**

**JOB DESCRIPTION AND PERSON SPECIFICATION.**

**POST:** School Office Manager

**GRADE:** S01 (Scale point – 29 to 31- £28356 to £30,108 pro rata, actual salary approx. £26,006 to £27,613)

**WORKING HOURS:** 36 hours per week for 42 weeks

**START DATE:** End of June or soon after

**RESPONSIBLE TO:** Head of School

**PURPOSE OF THE ROLE:** To be responsible for all office organisation, school administrative systems and the management of office staff. To provide the Head of School with a full and comprehensive administrative support service.

**KEY TASKS:**

**OFFICE MANAGEMENT:**

* To develop an office team that delivers and meets the needs of the school
* To liaise with key professionals within the Trust’s team as appropriate and communicate effectively to ensure professional and seamless working
* To ensure all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the building.
* To line manage and organise all administrative staff ensuring the smooth and effective running of the school office and all administrative and communicative systems.
* To manage administrative staff performance and appraisal.
* To oversee all school records and relevant IT systems to ensure a smooth running of all school administration.
* To oversee the school MIS system.
* To ensure the school office is kept tidy, organised and in good order at all times.
* To ensure all members of the office staff present, at all times, a positive image of the school to all staff, parents and visitors both internally and externally.
* To establish standardised administrative systems, processes and working practices across the school
* To be responsible for the maintenance of clear and effective filing records and other systems and to keep them updated in accordance with legal requirements. To use electronic office based systems wherever possible and to minimise paper based records
* To promote the delivery of a standardised set of high quality secretarial, administrative, customer service and time management skills across the office team
* To hold a current first aid certificate – training will be provided on this
* To maintain and update the school website
* To assist with school events and the promotion of the school
* To manage queries and provide information and advice about the school and school activities to parents, students and visitors by phone or written communications.
* To ensure efficient and timely communication of school events and activities to office staff and ensure office staff workloads are effectively managed, prioritised and monitored to meet relevant deadlines and to report to the SLT when there are difficulties in achieving or managing this.
* To ensure admin staff are appropriately trained and maintain relevant CPD.
* To manage the administration of school admissions and ensure regular liaison with relevant school staff, disseminating relevant documentation and maintain regular correspondence with relevant staff, external authorities and persons.
* To coordinate non-teaching staff holiday dates and ensure appropriate work coverage within the school office during any school holiday times.
* To manage the administration and correspondence for residential and non-residential school visits and curriculum related activities in liaison with relevant school staff.
* To oversee any communications with Local Authorities regarding EHCP or student related information.
* To support the SLT in the preparation and arrangements for annual review meetings and any additional multi-agency meetings.
* To assist in the organisation of information, as required, for example; professional multi-agency meetings, conferences, tribunals

**ADMINISTRATION:**

The following responsibilities are common to all Administrative support staff.

To undertake similar duties, commensurate with the level of the post, at the discretion of the senior members of staff.

These duties may include (not limited to):

* General clerical / administrative / filing support / reprographics
* Supporting preparations for major School events
* Communications with staff, students, parents and other external stakeholders
* Administration supporting the functions of admissions, attendance and/or behaviour, student welfare and data management.
* To ensure the smooth running of the office, organise day to day activities and jobs and contribute to the planning and development of the administrative support for the school and its Senior Management.
* To answer telephones and emails courteously, with sensitivity and confidence, using initiative as required and forward detailed messages as appropriate.
* To provide the full range of secretarial skills and office skills to cover work generated by the head of school, Senior Leadership team and teaching staff.
* To take minutes at SLT meetings or annual Reviews when required.
* To manage the head of School’s diary, dealing with any relevant administrative and organisational issues.
* To maintain office supplies and first aid equipment, re-ordering as necessary.
* To provide first aid to students and staff as necessary and in a sympathetic and efficient manner, ensuring the correct records are kept and logged and the accident book is completed for more serious injuries. To communicate with parents where necessary and in line with policy, particularly for collection of child or for head injuries.
* To administer medicines to any student as required (following school policy).
* To carry out delegated secretarial and administrative duties for the SLT
* To be responsible for producing the staff bulletin and parent newsletter
* To handle and manage delegated phone and email enquiries for the Head of School
* To manage and monitor Head of School’s calendars as directed
* To draft and type correspondence, create mail merges, manage whole school mail outs, produce reports and complete official returns when required
* To carry out projects and tasks as directed.

**GENERAL ADMINISTRATION**

The duties may be varied to meet the changing needs and demands of the School at the discretion of the Headteacher in consultation with you. This job description does not form part of the contract of employment. It denotes the way the post holder is expected and required to perform and complete particular duties.

**STUDENTS:**

* To ensure all administration processes and systems for admissions and for school leavers are successfully completed (including the maintenance of the school admissions register).
* To liaise with outside colleges and providers for records and information about students.
* To ensure the accurate recording of attendance data and reasons for absence, including school registers and student and staff records and to run weekly reports for SLT.
* To ensure up to date records are kept for students attending any out of hours school activities, ensuring permission slips are received and tracking parents for sickness and non-attendance.
* To support the admissions process for potential parents to view the school and for students attending taster and transition days. To issue information to new families and ensure all details are gathered, signed and filed.

**PERSONNEL:**

* To assist Trust’s HR with the school’s recruitment process, ensuring applications packs are sent out, making arrangements for interviews and writing and securing references.
* To provide induction information for new staff as and when required.
* To monitor and report on staff attendance and absences regularly to Head of School or SLT (In absence of Head of school).
* To liaise with the Trust’s HR and personnel to ensure relevant DBS checks are up to date and have been carried out for new starters.
* To liaise with HR and personnel to ensure the school central register is maintained and is checked regularly for up to date information.

**FINANCE:**

* To support the Trust finance team with contracts with Local Authorities regarding placements.
* To support the Trust finance team to collect and record payments, when required.
* To liaise with the Trust finance team with regards to managing and reconciling petty cash and requisitions.
* To manage the school’s ordering system, liaising with the Trust’s finance team and the SLT.

**PREMISES:**

* To liaise with the facilities team regarding any on site works, orders or visitors.
* To liaise with facilities team to ensure all health and safety regulations and checks are up to date.
* To carry out role of Fire Warden and ensure all records for evacuations are up to date and accessible.
* To report any premises or health and safety issues to the appropriate persons

**OTHER:**

* To maintain confidentiality at all times
* To be aware of and comply with all school policies and procedures and to report any concerns immediately ensuring the health, safety and welfare of staff and students.
* To attend and participate in meetings and trainings as required.
* To carry out any other duties as required that fall under the expectation of the role and as required by the Head of School.
* Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
* To carry out all duties in the context of and in compliance with the School’s Equal Opportunities Policies.
* Appreciate and support the role of other professionals.
* Attend and participate in relevant meetings as required.
* Participate in training and other learning activities and performance development as required.

**PERSON SPECIFICATION**

**JOB ROLE:** School Office Manager, The Grove

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| **KEY AREAS** | **ESSENTIAL** | **DESIRABLE** |
| **Experience and Knowledge** | * At least 3 years of working in a busy office environment, preferably a school environment
* Experience in handling Money
* Some supervisory or managerial experience.
* Experience of managing and area or department within an office
* Experience of some budget management
* High quality interpersonal skills
* Knowledge of IT systems, software packages
* Experience in managing calendars, diaries and events
* Experience in setting and working towards targets and deadlines
 | * At least 5 years working in a **school** office environment
* Experience of a managerial role within a school setting or other office setting
* Experience of finance management
* Knowledge and experience of managing a school MIS
* Experience of appraisal processes
* Knowledge of educational systems and services
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| **Technical Skills and Attributes** | * Strong IT skills with the ability to learn new systems quickly
* A good working knowledge of office management systems such as Microsoft Word/Excel
* Strong organisational skills and prioritising.
* Strong ability to use initiative with a solution focused approach.
* Good communications manner
* Confident and able to accept challenge in a professional manner.
* Minute taking and preparation of reports
* Strong secretarial skills
 | * Working knowledge of School systems
* Working knowledge of Census data
* Working knowledge of HR and personnel systems such as central register or School Absence Management.
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| **Personal Skills and Attributes** | * Excellent communication skills, both verbal and written.
* A friendly, flexible and professional approach, particularly when multi-tasking under pressure.
* Customer oriented and able to relate well to all adults and children.
* Ability to maintain confidentiality.
* Able to work in, manage and organise teams, delegating where necessary.
* Ability to relate and motivate others and maintain positive, professional relationships
* Ability to tackle difficult conversations and any difficulties arising within teams.
* Manage priorities and meet deadlines.
* Ability to work under pressure, remaining calm.
* Ability to work in a noisy and busy environment and maintain efficiency.
* Exercise tact and diplomacy where relevant.
* Ability to professionally uphold the ethos and aims of the school and to reflect this to visitors.
* To dress and conduct oneself professionally.
* Punctual, reliable and trustworthy.
* To demonstrate confidence, enthusiasm, flexibility and responsiveness to change, and a sense of humour.
* A desire to learn and develop.
 | * Website maintenance and development
* Ability to set focused staff appraisal targets
* Ability to set meeting agendas and run admin meetings
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| **Qualifications and Training** | * English GCSE or equivalent
* Mathematics GCSE or equivalent
* Willingness to take on any further training required to meet the specification of the JD
* At least NVQ Level 3 qualification
* IT qualification or proven ability to use IT systems
 | * Advanced qualifications or NVQ 4 in office / business management or similar
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| **Other Requirements** | * The post holder must respect the confidentiality of all matters relating to the students, staff and families, including data protection.
* Willingness to be flexible with working hours to respond to the needs of the school.
* A commitment to attend evening meetings as required by the advisory board approximately once a half-term.
* Motivated to work within an SEN environment
* Commitment to professional development
* Commitment to equality of opportunity
* Have a positive approach to working with children and a commitment to our safeguarding procedures.
* Willing to complete first aid training
 | * Experience within an SEN setting
* Fire Training
* First aid training
* Safeguarding training
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