# Eden Girls' School, Waltham Forest

## JOB DESCRIPTION

| | | | |
|---|---|---|---|
| **Job Title:** | Senior Business Support Officer (Office Manager) | | |
| **Reports to:** | Head of Finance and Business Services | **Scale:** | 30 - 34 |
| **Staff Responsibility for:** | As assigned | **Salary:** | £26,822 - £30,153 |
| | | **Term:** | Permanent<br>Full Time<br>Full Year |
| **Additional:** | - | | |

**JOB PURPOSE SUMMARY:**

To contribute to the development of a strong, effective school with an emphasis on promoting a culture of educational excellence, within a caring and secure Islamic environment enriched with the values of discipline, mutual care and respect which extends beyond the school into the wider community.

**JOB PURPOSE:**

1. Provide administrative support for students, staff and parents to ensure the effective management of the school.
2. Provide administration for all aspects of business services, including finance, personnel, facilities and estates management, school administration, catering, ICT services and health and safety.
3. Provide HR support for the School.
4. Support links with the community, families and local environment.

**KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### 1. Relationships

a. Ensure excellent relationships with students, staff and parents to ensure that an effective service is provided to each of these stakeholders.

b. Support the Principal, Finance and Resources Manager and the Senior Leadership Team to ensure that their responsibilities to the School are effectively undertaken through delegation to the admin team.

c. Liaise effectively with the Central Office of the Trust to foster working relationships and share good practice within the Tauheedul family of schools.

d. Liaise with EFA and other stakeholders as may be necessary from time to time to oversee compliance within the school.

### 2. Management

a. Implement change as directed in accordance with the School Improvement Plan.

b. Provide outstanding operational management for all areas of responsibility.

c. Performance manage all staff with respect to all areas of responsibility; through regular meetings, setting of appropriate targets for performance, providing support and challenge, and undertaking regular reviews for feedback.
d. Maintain an up-to-date understanding of relevant educational issues, policies and legislation; and incorporate the implications within the operation of your role.
e. Support the maintenance and enhancement of the school's ethos and mission through own outstanding professional conduct and high expectations of others.

## 3. Financial Management

a. Ensure the financial transactions of the school are up to date to ensure accurate budget monitoring, within the financial system of the School (PS Financials).
b. Ensure that 'Best Value' principles are applied to all appropriate purchasing decisions.
c. Oversee the ordering, receipt of goods and authorisation of payments through the school's financial system.
d. Ensure that adequate purchasing and payment systems and procedures are in place and implemented (e.g. stock – invoice agreement/ petty cash etc)
e. Ensure that cash systems and procedures are in place and implemented
f. Collection and reconciliation of school fund and dinner money
g. Reconcile all monies for school fund and school journey accounts and pass onto the Finance and Resources Manager to bank.
h. Responsible for day to day petty cash.
i. Responsible for dinner registers and free school meal authorization.

## 4. Facilities and Estate Management

a. Support the Finance and Resources Manager with the safe maintenance of school premises, furniture and fittings.
b. Support the Finance and Resources Manager to ensure an accurate and current asset register.
c. Support the safe environment for the stakeholders of the school to provide a secure environment consistent with the ethos of the school and its safeguarding commitments.
d. Support the Finance and Resources Manager in managing the Health and Safety issues associated with the premises, ensuring compliance with relevant legislation and Trust requirements.
e. Ensure the Trusts arrangements for insurance are effectively managed within the school.

## 5. Human Resource Management

a. Lead the HR function.
b. Maintain personnel records, including salary assessments, sickness, attendance and holiday records.
c. Ensure SCR and HR paperwork is up to date.
d. Ensure the school's policies are clearly communicated to and followed by all staff in school; providing guidance and support as required.
e. Support the recruitment, performance management, appraisal and development of all support staff.

## 6. Management Information System (SIMS)

a. Support the operation of Management Information Systems to ensure their effective and efficient use across the school.
b. Manage the collection, collation and distribution of all statistical and statutory returns.

c. Responsible for SIMS management for the school.
d. Responsible for Annual Workforce Census.
e. Responsible for production of class lists, attendance lists, sickness etc.

## 7. School Administration

a. Manage the whole school administrative function and administrative staff.
b. Support the effective marketing of the school; including adherence to the schools agreed branding, the production of the school prospectus and general communication in print and through the website.
c. Deliver systems and structures for the effective management and administration of all areas of responsibility that deliver outstanding outcomes.
d. Ensure the provision of effective office and reception services as the school's main public front
e. Keep office organised and paperwork and data filed appropriately.
f. Ensure front line enquiries from staff, students, parents and visitors are dealt with promptly.
g. Ensure all student records and documents are properly maintained, filed and manually/electronically transferred when student leaves.
h. Advise parents of grants, school meals, school journey, income support, admissions applications.
i. Administration of after school clubs.
j. Administration of visits and school journeys – transport/ letters/ bookings/ money collection
k. Care of sick children and first aid.

## 8. Governance

a. Support the Principal and Senior Leadership Team to ensure that effective systems of Governance within the school are adhered to.
b. Support the Senior Leadership Team in managing the admissions and appeals arrangements.
c. Provide reprographics support for Governing Body Meetings.

## 9. Other responsibilities

a. Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.
b. Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
c. Contribute to the wider life of the Trust and the Tauheedul community.
d. Carry out any such duties as may be reasonably required by the Trust.

## 10. Records management

a. All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

*This appointment is with the Trust. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Tauheedul Contract'.*

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## PERSON SPECIFICATION

| No | CATEGORIES | Essential/ Desirable | Assessed by: App Form | Assessed by: Interview/ Task |
|---|---|---|---|---|
| **QUALIFICATIONS** | | | | |
| 1. | 5 A*-Cs at GCSE including English and Maths. | **E** | ✓ | ✓ |
| 2. | A degree qualification or equivalent. | **D** | ✓ | |
| 3. | A professional qualification in Business Management, Accountancy, Human Resources and/or Premises Management. | **D** | ✓ | |
| 4. | Evidence of Continuous Professional Development. | **E** | ✓ | ✓ |
| 5. | Middle or senior management qualification. | **D** | ✓ | |
| **EXPERIENCE** | | | | |
| 6. | Management within a public/private sector setting. | **D** | ✓ | ✓ |
| 7. | Experience in financial, HR, business and/or premises operations. | **E** | ✓ | ✓ |
| 8. | Experience of managing administrative systems and procedures. | **D** | ✓ | ✓ |
| **ABILITIES, SKILLS AND KNOWLEDGE** | | | | |
| 9. | Good knowledge of effective ICT administration systems. | **E** | ✓ | ✓ |
| 10. | Good knowledge of financial procedures and regulations in schools. | **D** | ✓ | ✓ |
| 11. | A clear understanding of the HR processes and systems. | **D** | ✓ | ✓ |
| 12. | Ability to communicate verbally with, and write reports for, a range of stakeholders, including Governors and external agencies. | **E** | ✓ | ✓ |
| 13. | Ability to manage people effectively by conducting regular meetings, setting targets for performance, delegating tasks appropriately, and monitoring the quality of delivery and outcomes. | **E** | ✓ | ✓ |
| 14. | Sound knowledge of policy and practice regarding premises management, Health and Safety, and human resources. | **D** | ✓ | ✓ |
| 15. | Ability to prioritise conflicting demands and thrive under pressure. | **E** | ✓ | ✓ |
| 16. | Ability to take a problem solving approach to tasks, and develop valid and financially sound solutions. | **E** | ✓ | ✓ |
| 17. | Ability to be flexible and able to respond to the unexpected in a calm and reassuring manner. | **E** | ✓ | ✓ |

| | | | Assessed by: | |
|---|---|---|---|---|
| **No** | **CATEGORIES** | **Essential/ Desirable** | **App Form** | **Interview/ Task** |
| 18. | Ability to use computer systems, including word processing skills to produce tables, spreadsheets and reports. | **E** | ✓ | ✓ |
| 19. | Ability to use management information systems; and be able to transfer the experience of using one system to another similar system, if needs be. | **E** | ✓ | ✓ |
| 20. | Ability to build and maintain effective working relationships with a wide variety of people. | **E** | ✓ | ✓ |
| 21. | Ability to maintain strict confidentiality in all matters. | **E** | ✓ | ✓ |
| 22. | Willingness to keep up to date on relevant policy and procedures in line with the duties identified in the job description and any other educational / academies' developments. | **E** | ✓ | ✓ |
| **PERSONAL QUALITIES** | | | | |
| 23. | Commitment to working flexibly and as needed to ensure the highest professional service for students and staff. | **E** | ✓ | ✓ |
| 24. | Highly organised, literate and articulate. | **E** | ✓ | ✓ |
| 25. | A passionate belief in the school's mission statement, including education in a school with a strong faith ethos. | **E** | ✓ | ✓ |
| 26. | Adaptability to change and embracing of innovation and creativity. | **E** | ✓ | ✓ |
| 27. | Highest levels of professional and personal integrity. | **E** | ✓ | ✓ |
| 28. | A commitment to continuous improvement through honest self-evaluation, an acute sense of accountability and a commitment to transparency. | **E** | ✓ | ✓ |
| 29. | Personal resilience, persistence and perseverance. | **E** | ✓ | ✓ |
| 30. | Commitment to the pursuit of Continuous Professional Development by oneself and others. | **E** | ✓ | ✓ |
| 31. | A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'. | **E** | ✓ | ✓ |
| 32. | A strong commitment to the Trust value of 'Service'. | **E** | ✓ | ✓ |
| 33. | A strong commitment to the Trust value of 'Teamwork'. | **E** | ✓ | ✓ |
| 34. | A strong commitment to the Trust value of 'Ambition'. | **E** | ✓ | ✓ |
| 35. | A strong commitment to the Trust value of 'Respect'. | **E** | ✓ | ✓ |
| 36. | Commitment to support Tauheedul Education Trust's agenda for safeguarding and equality and diversity. | **E** | ✓ | ✓ |
| 37. | Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment. | **E** | ✓ | ✓ |