

<b>Job description</b> The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
<b>Job Title:</b>	Office Manager
<b>Reporting to:</b>	Bursar
<b>Department Overview</b>	The School Office support team plays an integral role in the operation of Withington Girls' School, working closely with teachers and the Senior Leadership Team, as well as other stakeholders including prospective and current parents, alumnae and local community.
<b>Role Overview</b>	<p>The role of Office Manager will manage the smooth running of the School Office and provide a comprehensive administrative support service to the Senior Leadership Team (not including the Headmistress and Head of Junior School) and Teaching Staff. Reporting to the Office Manager will be the Reception team and Attendance Officer.</p> <p>The normal working hours shall be 8:30 am – 4:30 pm Monday to Friday, 37.5 hours a week, all year round, with 5 weeks holiday entitlement to be taken during School holidays, and such additional hours as are necessary for the proper performance of the duties of the Office Manager.</p>
<b>Main duties and responsibilities:</b>	<ol style="list-style-type: none"> <li>1. To undertake the day to day management of the School Office, to include:           <ol style="list-style-type: none"> <li>a. Leading the School Office Team, ensuring the office is effectively staffed to undertake their duties throughout the academic year;</li> <li>b. Welcoming visitors;</li> <li>c. Dealing with and resolving enquiries (via email, telephone and in person);</li> <li>d. Overseeing whole-school mailings, via email and/or postal communications to parents, including weekly bulletins, letters and other school information;</li> <li>e. Booking of transport for school trips and for staff away on school business;</li> <li>f. Assisting with pupil queries ensuring they are resolved to a satisfactory standard;</li> <li>g. Monitoring and ordering of stationery supplies, keeping track of stock and budgets;</li> <li>h. Liaising with the estates and caretaking teams regarding deliveries and site requests.</li> </ol> </li> </ol>

2. To oversee the work of the team to ensure the effective management of pupil records using the school database system (Schoolbase), to include:
  - a. Ensuring accurate form group registers are available, in line with fire safety procedures;
  - b. Continually ensuring pupil information is accurate and up to date.
3. To provide and ensure a comprehensive tailored administrative support to the nominated Senior Leadership Team and teaching staff, to include (but not limited to, as to be fully defined when in post):
  - a. Defining and agreeing the work that the School Office Team will support the SLT members, HoDs, HoYs and teaching staff with;
  - b. Taking minutes of the weekly staff meeting, monthly HoD meeting and Health and Safety meeting;
  - c. Preparation of paperwork for parents' evenings;
  - d. To work with the Deputy Head to provide administration support for the NQT Training Days;
  - e. Staff Pigeon holes in the staff room to be updated, with correct staff members, over the Summer Holidays;
  - f. Preparation of achievement certificates for pupil assemblies;
  - g. Providing support to the Director of Studies in the preparation for Entrance Exam Day;
  - h. Other occasional admin support, such as photocopying and typing;
  - i. Assisting in the preparation for school events, such as open days and evenings, Founders' Day (organisation of sixth form books) and attending events as and when required.
4. To provide Health and Safety administration support to the Bursar, to include:
  - a. Taking the minutes of termly Health and Safety Committee meetings;
  - b. Monitoring training and booking health and safety training courses when required;
  - c. Maintaining the list of first aiders, records and ensuring that refresher training courses are booked in a timely manner;
  - d. Maintaining the records of minibus drivers, organising refresher training, keeping appropriate records and details of driving licence. Ensuring that the MOT, road tax and insurance is up-to-date for school minibuses;
  - e. To maintain appropriate records of training with HR Manager.
5. To provide administrative support to the Bursar in the setting up and running of Summer Activities including:
  - a. Liaising with the marketing team to develop and produce promotional materials for the Summer Camps, putting in place an effective marketing campaign for publicising the various activities;
  - b. Establishing a booking system, and monitoring bookings;
  - c. Ensuring courses have the appropriate staffing numbers for the number of children attending, and staff

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|  | <ul style="list-style-type: none"><li>are aware of their responsibilities;</li><li>d. To carry out the necessary administrative and safeguarding tasks on the days of summer camp;</li><li>e. To work with the HR Manager to ensure that safeguarding processes are followed for any casual staff.</li></ul> <p>6. To work with the Bursar and other relevant HoDs to administer the Lettings Bookings for the School:</p> <ul style="list-style-type: none"><li>a. To maintain the master bookings register;</li><li>b. To liaise with lettings customers ensuring that the relevant documentation is provided;</li><li>c. To liaise with PE and site services staff in relation to bookings;</li><li>d. To liaise with Finance Officer in relation to invoicing.</li></ul> <p>7. To provide a defined HR recruitment administration support as and when required to the HR Manager.</p> <p>8. Other responsibilities:</p> <ul style="list-style-type: none"><li>a. To uphold the ethos of the school;</li><li>b. To take part and contribute in relevant CPD/training days;</li><li>c. Any additional duties as and when required by the Headmistress and Bursar;</li><li>d. In all aspects of the post, to be fully aware of the school's Safeguarding and Health and Safety procedures.</li></ul> |
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Person Specification			
	Essential	Desirable	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to GCSE or equivalent level, with C or above gained in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>Able to take shorthand</li> </ul>	<ul style="list-style-type: none"> <li>Production of the Applicant's original certificates</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experienced in administrative work</li> <li>Proven track record of successful support to senior management teams</li> <li>Fully proficient in the use of Microsoft Office packages</li> <li>Experience of operating in a discreet and confidential environment</li> <li>Good knowledge of School IT Systems</li> <li>Experience of managing teams</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a school</li> <li>Experience of managing an admin team</li> <li>Experience of Schoolbase or similar system</li> </ul>	<ul style="list-style-type: none"> <li>Contents of the application form. Evidence of work experience</li> <li>Interview</li> <li>Professional references</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>The energy, ability and drive to inspire and motivate others and to ensure that the team is brought together and works as one</li> <li>Excellent organisational and time management skills.</li> <li>Excellent attention to detail and accuracy</li> <li>Excellent communication skills, both confident and articulate in conveying a message</li> <li>Good telephone manner in dealing with a range of callers</li> <li>Excellent relationship builder- can build credibility and rapport with people at all levels, both within and outside of the School. Ability to establish positive relationships with teaching and non-teaching staff and pupils</li> <li>Ability to manage multiple tasks and deadlines</li> <li>Competence in the use of IT systems</li> <li>Work flexibly and constructively as part of a team, understanding school roles and responsibilities.</li> <li>Up to date knowledge of child welfare issues.</li> </ul>		<ul style="list-style-type: none"> <li>Contents of the application form</li> <li>Interview</li> <li>Professional references</li> </ul>

	<ul style="list-style-type: none"> <li>• Excellent command of English both spoken and written.</li> </ul>		
Personal competencies and qualities	<ul style="list-style-type: none"> <li>• <b>Interpersonal skills.</b> Outstanding 'people' skills. Demonstrable ability to listen, be inquisitive, build rapport and communicate persuasively with people of different backgrounds.</li> <li>• <b>Communication.</b> Ability to write and speak messages that are clear, accurate, convincing and inspiring. An appreciation of how to use different media to best effect with different audiences. Ability to speak confidently in public at individual or group level.</li> <li>• <b>Creativity.</b> The ability to adapt to new situations and address problems from new perspectives.</li> <li>• <b>Reliability.</b> Attention to detail, deadlines and budgets; persistence in following through multiple extended projects. Discretion when dealing with parents or sensitive information.</li> <li>• <b>IT awareness.</b> Competence in standard office software including advanced Excel skills. A detailed understanding of school IT systems and their benefits.</li> <li>• <b>Willingness.</b> To attend Open Days and other School events, to play an active part in the school community, to work out of hours as and when school functions occur.</li> </ul>		<ul style="list-style-type: none"> <li>• Contents of the application form</li> <li>• Interview</li> <li>• Professional references</li> </ul>