



**Job Title:** Office Manager  
**Scale:** SO1  
**Hours:** 36 hours per week, 39 weeks per year  
**Responsible to:** Headteacher

**Purpose:**

Under the direction of the Headteacher, the Office Manager is responsible for managing an efficient and effective school office. To supervise admin, welfare and site staff and ensure sufficient cover during periods of absence. As directed by the Headteacher, lead on site health and safety issues. To provide a comprehensive administrative and organised support service to the Headteacher and the school. To be a key member of the admin team providing a welcoming atmosphere and to support parents/visitors with their needs, maintaining a professional image at all times.

**Job Outlines**

**Key Responsibilities: Management**

Responsibility for the smooth running of the school office, including:

- Supervision of admin, welfare and site staff and ensuring sufficient cover during periods of absence
- To be responsible for the quality of work of the team to ensure that deadlines are met. To encourage effective team work to ensure that the office is maintained to reflect a professional frontline service
- Delegation of work to admin staff as and when necessary
- Under the direction of the Headteacher be responsible for the management of site staff
- Liaison with senior school staff relating to work to be undertaken by the office
- Identifying training needs and bringing them to the attention of the Headteacher for discussion
- Monitoring the induction and MIS training of any new member of the office staff
- To assist the Headteacher in day to day administration and carry out any delegated tasks some of which may be highly confidential in nature including the sending of confidential staff documents to HR
- Oversee the maintenance of the database on pupils and use information to produce relevant reports
- carry out stock take procedures and order stationery as necessary
- oversee the schools post book to ensure schools mail is sent promptly with the appropriate postage.
- be responsible for the tally of money held in school and liaise with ELT finance regarding cash collection and banking

### **Key Responsibilities: Administration**

Work as part of the Admin Team to:

- have excellent knowledge of the school's office procedures to carry out all administrative duties in a timely and efficient manner in order to maintain the effective running of the school office
- receive visitors to the school in a friendly and professional manner, ensuring they feel welcome and attended to.
- process children who arrive late and leave during the day and pass this information to the appropriate staff
- Register children that have not been collected at the end of the school and contact parents as appropriate.
- monitor the attendance of all children
- process visitors in line with the Trust's Safeguarding procedures
- handle difficult situations with sensitivity and calm, ensuring you are always aware of the safeguarding of our pupils, data protection and the need for confidentiality
- compile factual letters/documents as directed by the Headteacher
- have a good understanding of ParentPay and the ability to provide the Headteacher with information regarding debts. Oversee the chasing of debts
- cover other admin staff as required
- oversee the distribution of information to parents, staff and Governors as required
- welfare cover as and when required by the Headteacher
- any other duties as can be reasonably expected within the boundaries of the school office
- together with your line manager, be responsible for identifying and agreeing your personal development/training needs
- To attend staff training/ meetings as appropriate.

### **Key Responsibilities: Attendance**

Monitor the attendance of children by:

- being the first contact for all attendance issues in school
- be responsible for organising a daily check on children at risk of truanting
- to contact all absent pupils on a daily basis 'First Day Calling'
- chase up reasons for absence using agreed systems.
- under the direction of the Headteacher, provide advice and support for students returning to school after a long period of absence
- make contact with previous school and gain any relevant information about the attendance records of new students
- support the Senior Leadership Team to work with identified individual and groups of pupils to improve levels of attendance
- as directed by the Headteacher be available to carry out home visits on individual pupils
- provide regular updates for staff, e.g. HT, DHT, Class Teachers on student attendance with targets and strategies for improvement
- liaise with Education Welfare and other support services to improve attendance rates.
- as directed by the Headteacher participate in the development of school reward systems in relation to attendance
- on a daily basis ensure that school registration systems are correctly administered

### **Other Responsibilities:**

To undertake such duties of a similar nature as may be reasonably directed by the Headteacher from time to time. The duties and responsibilities of the post may vary from time to time according to the changing needs of the school.

The postholder shall ensure the duties of the post are undertaken with due regard of the Trust's Health & Safety Policy and to their personal responsibilities under the provision of the Health and Safety at Work Act 1974 and all other relevant subordinate legislation.

The postholder shall carry out these duties with due regard to the Trust policies, procedures and priorities.

All schools in Enfield are committed to safeguarding and promoting the welfare of children and young people. Therefore, all employees working at the school are expected to share this.

**All Enfield Learning Trust Staff Will:**

- Promote equality of opportunity
- Follow Safeguarding Guidelines and Child Protection policy/ procedures
- Contribute to producing/delivering priorities in the School Improvement Plan
- Keep their own performance under review, contributing to monitoring, evaluation and review and participate in performance management/appraisal
- Promote positive attitudes and behaviour
- Contribute to the smooth day to day running of the school
- Be committed to achieving the alliance values
- Work to develop each site as a successful inclusive school
- Respond promptly to concerns from parents, staff or students
- Promote the Trust in the community
- Work in partnership with all colleagues including the Governing Body
- Support Codes of Professional Ethics/Safe Practice in the Staff Handbook
- Have regard for and act in accordance with Health and Safety policy/practice
- Celebrate success of pupils and staff



## **Person Specification**

### **Essential Training and Experience**

- Evidence of effective team leadership and line management
- Knowledge of Health and Safety policy
- Effective communication skills and ability to communicate and present information well
- Excellent ICT skills
- Ability to work under pressure and to deadlines
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these
- Able to plan, organise and manage own workload effectively whilst remaining adaptable to rapidly changing requirements
- Can take initiative, motivate and lead a team
- Knowledge of Safeguarding procedures

### **Desirable**

- Experience of managing an office in an educational setting
- Knowledge of organisational structure of a school and school policies/procedures
- Recognised qualification in Administration
- Knowledge of ScholarPack and other school office systems
- Current first aid certificate or willingness to work towards this

### **Essential Personal Attributes**

- An approachable, professional and organised person with good interpersonal skills
- Calm, efficient and flexible
- Understanding of a school environment
- Proven tact and diplomacy in dealing with adults and children
- High standards and the capacity for further development
- Ability to reflect and take on positive criticism
- Passionate about maintaining and developing further the links with parents and the wider community