



Office Manager

JOB DESCRIPTION

Line of responsibility:

The Office Manager sits within the Trust's HR and Compliance Team. The post holder will report to the Director of HR and Compliance or another senior member of the team to whom line management responsibility may be delegated. The post holder will undertake some duties in support of other HO services for which task supervision will come from those other service areas.

Salary: Scale 5 Points 11-15 **£29,583- £31,440**

Working hours: This is a full time post with reference to the Trust's relevant terms and conditions of employment. The normal working days are Monday to Friday and the normal working times are 8.30am to 4.30pm. Occasionally there will be variations to these normal arrangements (e.g. to support events held at weekends or evenings) and there is an expectation that the post holder will meet such requirements. Reasonable notice (no less than 48 hours and more usually significantly greater than this) shall be given in advance of such occasions when variation to the normal working hours is required and, for any such hours worked, time off in lieu will be agreed or, subject to management discretion, an extra hours payment made.

Work location: The post will be based at the Trust's Head Office (World Business Centre 3, Newall Road, Hounslow, Middlesex, TW6 2TA).

Job purpose:

Under the overall direction of the Director of HR and Compliance:

- provide administrative and receptionist support to the Trust's central management team
- provide key support in the application of the Trust's record and monitoring systems and compliance strategies
- support and promote the Trust's ethos and its objectives, policies and procedures

Duties and responsibilities:

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the line manager.

Key duties:

Under the guidance of the line manager, provide day-to-day operational support. Duties to include:

- Providing organisational support for meetings, conferences and events (internal and external) on behalf of the Trust, including: pro-active engagement with event owners to ensure their needs are understood; ensuring room layout requirements are met; preparing and issuing delegate instructions; checking readiness of AV equipment; preparing/ordering refreshments; taking minutes as required, etc.

- Fulfilling front line reception requirements, e.g. answering incoming calls to the Trust, dealing with requests and enquiries and taking messages as required.
- Undertaking general administrative duties including:
 - Monitoring the general email account(s) for the Trust ensuring emails are forwarded to the relevant person/department.
 - Supporting in the preparation of reports and other documents including printing.
 - Maintaining relevant filing systems.
 - Making bookings/reservations in respect of events, etc...
 - Controlling stocks of stationery and other consumables.
 - Sorting incoming and outgoing post, collecting from other sites of the Trust as necessary.
 - Maintaining the Trust calendar incorporating all Trust wide events, including CPD initiatives/programmes. Ensuring key stakeholders (including principals) are kept updated of events.
- Provide administrative support to recruitment processes.
- Upload material to and maintain the Trust's website and social media accounts e.g. (Facebook, Twitter, LinkedIn, YouTube and Instagram) as required.
- Contributing to the Compliance Team's monitoring of academy websites for statutory compliance and fitness for purpose (e.g. user accessibility), reporting issues to the relevant academy principal and checking these are duly addressed, maintaining a log of such recommendations/changes and reporting periodically on this to senior management.
- Supporting the Compliance Team in the monitoring of the risk register process undertaken by academies.

General:

- Attend training sessions and meetings as required.
- Work in accordance with data protection regulations.
- Uphold the Trust's policy in respect of child protection and safeguarding matters.

Person Specification: Office Manager

Assessed at application stage (A) Assessed at interview/task stage (I)

Criteria	Essential	Desirable
Qualifications / Education		
Level 3 qualification (preferably in a directly relevant subject/vocational area) or level 2 qualification with significant further directly relevant experience	AI	
Experience		
Experience of fulfilling a range of administrative functions in a work or non-work setting.	AI	
Skills, Abilities and Knowledge		
Good organisational skills and the ability to maintain effective office systems, prioritise effectively and meet agreed timelines.	AI	
Research and problem solving skills – effective at checking into relevant regulatory frameworks and developing work practices that comply with these.	AI	
High level interpersonal skills and ability to network effectively with all key stakeholders in a large organisation.	AI	
Excellent communication skills, including the ability to prepare clear and well evidenced reports.	AI	
Understanding of the need for confidentiality and the ability to maintain confidentiality as appropriate.	I	
Strong IT skills across Microsoft and Google products (most particularly MS Word, Excel, Google Drive and Google Docs).	I	