



Job Description – Administrative Services Manager (Grade 7)

The postholder is responsible to the Business Manager for the management of the administration function of the main office and will contribute to the effectiveness of the wider administrative function across school. The Administrative Services Manager will be part of the Support Services Management Team and will meet regularly as part of that with other service managers including Head's PA, IT Manager, Finance Manager and Facilities Manager.

Administrative Services

In consultation with the Business Manager to take a lead role in planning, development and delivery of an effective and efficient administrative support service to best meet the needs of the school. This will include:

- Line management responsibilities for main office delivery. These responsibilities to include development and quality assurance of service provision and performance management of relevant staff.
- In liaison with the Business Manager to develop standard school operating procedures for administrative services and functions across the whole team and to share these with others through team meetings.
- In liaison with the Business Manager to ensure that all areas within administration services operate within standard school operating procedures and that best practice is complied with and shared.

Main areas of responsibility are:

1. Office Management

The postholder is responsible to the Business Manager for managing the provision of effective and efficient front of house services including student reception, switchboard and visitor reception and general administrative duties:

- Responsible for managing efficient and effective administration support service to include effective deployment of all staff to ensure service areas are fully staffed.
- Coordination of whole school events, activities and publications including liaison with external bodies, staff and other stakeholders. These will include oversight of the whole school diary and planning and organisation of parents evenings, celebration events, external visitors

into school, year group activities such as immunisations, Free School Meal administration etc.

- Responsible for the oversight and administration of the year 6 transition process including year 6 Open Evening, transfer files, admissions, induction days, uniform events etc. To coordinate with SEN and Safeguarding leads and administration to ensure process is timely.
- Responsible for developing Key Performance Indicators for front of house staff in particular in relation to customer service and communication
- Responsible for review of provision, in conjunction with Business Manager
- Line Management responsibility for clerical/admin support staff including recruitment, training and development and Performance Management.

2. Cover and School Diary

- Oversight of the cover process including ensuring safeguarding protocols are adhered to
- Responsible for receiving information on all staff absence and scheduling cover for teaching staff
- Responsible for maintaining records on absence and cover and inputting absence into Bromcom
- Responsible for liaising with appropriate supply agencies and engaging their services as necessary
- Responsible for liaising with supply agencies to ensure DBS information received and to maintain database of DBSs for supply staff
- Responsible for providing induction pack for supply staff including all relevant school policies and student information
- Responsible for distribution of cover work
- Responsible for publication of daily cover schedules and swift response to changes during the school day
- Responsible for the signing of cover related invoices confirming spend is accurate
- Responsible for managing the School calendar including receipt and entry of all requests for visits, training and in school events.

3. Care plans and medical

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- Responsible for maintaining register of First Aiders and ensuring training and retraining is scheduled appropriately
- Responsible for maintaining accurate care plan records for students and being involved in care plan meetings as appropriate
- Responsible for liaising with other colleagues regarding care plans where appropriate and necessary



- Responsible for ensuring provision of medical triage and support to students who become unwell during the day

4. General Duties

- Dealing with queries from staff, parents and outside agencies and screening and redirecting queries appropriately
- Setting up systems and files to manage and monitor correspondence and ensure all correspondence is GDPR compliant
- Carrying out data collection and presentation as required by Business Manager
- Working alongside colleagues in the Support Services Team

The job description is not prescriptive or exhaustive and other duties commensurate with the grading of the post may be added following discussion between the postholder and Business Manager.