

Role Title	Office Manager
Location	DLD College London
Salary	According to qualifications and experience
Reports to	Bursar

Job Purpose:

DLD College London is a multi-award winning independent, co-educational boarding and day school and is part of the prestigious Alpha Plus Group (APG) of Schools and Colleges. DLD is situated in the heart of London overlooking the Palace of Westminster and the River Thames and is one of the leading boarding schools in the city.

Reporting to the Bursar, the Office Manager is a key member of the DLD administrative team. They will ensure the smooth and efficient running of the College Office and will ensure that the College Reception is managed effectively and professionally at all times. They are also responsible for a range of administrative tasks, including managing student data, sending out correspondence and placing orders for academic supplies.

Key responsibilities

Reception Management

- Line management of the College Receptionist, meeting with them regularly to monitor their progress, effectively managing their performance and appraisals.
- Ensure reception is always managed professionally, including responding promptly and appropriately to enquiries by phone, email or face-to-face.
- Cover reception area when required - answer telephones and meet and greet visitors.
- Ensure the Reception area is neat, tidy and welcoming to visitors.

Correspondence

- Prepare and send out letters as required to parents, guardians, agents, students and staff both by email and using the management information system (SIMS)
- Follow up all communications received from parents, agents, and students in a timely and professional manner.
- Handling incoming postal deliveries and distributing to Staff mailboxes as and when necessary.

Administration

- Ensure student files are archived as necessary.
- Upload relevant paperwork and information to student files on management information system (SIMS)
- Update contact details for students on SIMS, ensuring that student data is accurately maintained.
- Adherence to data protection legislation and protocols at all times.
- Oversee the setting up of online accounts for student Oyster cards.
- Set up staff and student ID cards for new joiners.
- Oversee the amendment of internal telephone list and staff list as and when necessary.

Events

- Administer Parents Evenings using the online parents evening system.

- In collaboration with other teams in the school, assist in the organisation and running of college events such as open evenings, awards ceremonies and admissions events.

Finance

- Place orders for both academic and non-academic departments e.g., teaching materials, student planners, stationery etc.
- Administer purchase orders, documenting and logging any orders placed.
- Ensure that staff receive goods ordered and chase any outstanding orders.
- Provide backup documentation, confirm receipt of goods, check invoices and hand to Bursar for authorisation.
- Email authorised invoices to APG Head Office for payment.
- Update company credit card records using the Barclaycard Spend Management system on a monthly basis, collating relevant paperwork for authorisation by the Bursar.

General

- Undertake any such duties as reasonably correspond with the role.

The above job description covers the principal tasks required for the Office Manager. It is not necessarily a complete list of everything required for the full professional discharge of duties. The duties outlined in this job description may be modified with your agreement, to reflect or anticipate changes in the job.

Qualifications and Experience

Experience and Qualifications

- Sound educational background.
- Experience in providing excellent customer service.
- Experience of working in an educational setting (preferable but not essential)
- Line management experience (preferable but not essential)

Skills and attributes

- Strong organisational skills alongside the ability to manage various streams of work concurrently.
- Ability to work effectively under pressure.
- Excellent telephone manner and written communication skills.
- Outstanding interpersonal skills and the ability to interact well with people at all levels and build relationships.
- Committed, professional, loyal, discreet, working with an affinity for the school's ethos and aims.
- Proficient in IT, including the ability to exploit the capabilities of the school's Management Information System
- Personal warmth and a genuine desire and commitment to help others and offer an excellent service with flexibility, patience and diplomacy.
- A team player with a positive, proactive, enthusiastic and solutions-focused attitude.

APPLICATION INFORMATION

Starting Date:

June 2023

Closing Date for applications:

Friday 2nd June at 12.00pm

All candidates will be screened and shortlisted on the same criteria prior to the deadline, and we reserve the right to interview candidates prior to this deadline. We therefore encourage early applications.

Hours of Work: Monday to Friday 8.30am to 5pm

How to Apply:

If you wish to apply for this exciting position, please click on the Alpha Plus careers page link [here](#) and apply through the Alpha Plus Group careers portal.

Further Information:

Should you require any further assistance, please contact us by emailing: staffrecruitment@dld.org

SAFEGUARDING

APG is committed to safeguarding and promoting the welfare of children and young people and as an employee of APG you are expected to share this commitment. The protection of our students' welfare is the responsibility of all staff within APG Schools, and individuals are expected to conduct themselves in a way that reflects the principles of our organisation.