



Job Description

Post:	Office Manager
Responsible to:	Headteacher
Line managed by:	Deputy Headteacher
Supervises:	Office staff
Salary scale:	SO2 (£32,418 - £34,209 pro rata term time plus 2 weeks)
Location:	Forest Gate Community School

Equal Opportunities

The trust has a strong commitment to achieving the equality of opportunity in both services to the community and the employment of people and expects all employees to understand and promote its policies in their work.

Job Purpose

This is a busy and pivotal role within the school. The Office Manager will develop and lead an outstanding office function in an Ofsted Outstanding school by meeting all of the admin needs of the flagship school of the Trust. The post holder will provide first class administrative support to all stakeholders whilst ensuring that all Safeguarding and GDPR requirements are met. The Office Manager will shape a dynamic admin team and will improve and innovate existing functions and processes. They will set a standard of excellence for the admin team and the other schools in the trust to follow and will develop all members of the admin team to their full potential.

Duties and Responsibilities

1. Ensure the effective operation of all aspects of the main school office and reception.
2. Proactively support the development of a dynamic learning community through the effective delivery of administrative services to meet the needs of every stakeholder.
3. Line manages the main office staff by demonstrating a high standard for them to follow and by encouraging their development.
4. To Identify team training and development needs as well as individual's requirements and work towards upskilling all team members.
5. To work with others collaboratively to introduce and improve procedures and processes.
6. To be competent in school HR functions so cover can be provided if required.

7. To be competent in staff absence cover arrangements so cover can be provided if required.
8. To maintain confidentiality at all times.
9. To demonstrate a high level of attention to detail.
10. To coordinate communications to parents, and parents' evenings using the most effective means available.
11. To coordinate student and staff lunch pass system
12. To work with all departments in the school to support logistics of events and all teaching needs, considering health and safety requirements at all times.
13. To offer practical and effective solutions to day to day issues as they arise by acting quickly, decisively, calmly and professionally in order to keep all relevant parties informed.
14. To ensure that the admin team are achieving their responsibilities to a high standard and to offer support and guidance where needed.
15. To prioritise and re-prioritise personal workload and that of the team so that all deadlines are met.
16. A willingness to take on first aid/fire warden duties.
17. To provide cover for the Head's PA role should the need arise.
18. To occasionally work out of hours in the event of an emergency situation.
19. To devise and manage systems which improve the efficiency of school administration in relation to the role.
20. To manage responses to parental enquiries, including comments and complaints and provide excellent customer service.
21. To complete any ad hoc reports as required.
22. To proofread letters from school staff and make amendments or suggestions as required, ensuring a high quality of written communication is maintained.
23. To track delegated tasks where required and monitor progress, chasing any documentation or responses not received and keeping relevant staff informed as appropriate.
24. To liaise with external organisations representing the school in an efficient and professional manner.
25. Any other tasks which fall within the competence of the postholder as may be required from time to time.

This is a new post and the roles and responsibilities are subject to change and development.

These responsibilities and duties may be subject to variation as the school's needs change at the reasonable discretion of the Head Teacher.

This Job Description describes the way the postholder is expected and required to perform and complete particular duties. It does not form part of the contract of employment.

PERSON SPECIFICATION:

	Criteria	Essential	Desirable
1.	Educated to a good academic level and have a high standard of numeracy and literacy.	✓	
2.	Evidence of managing complex tasks including planning, coordinating, logistics, organising and implementing change	✓	
3.	Able to demonstrate a high degree of initiative, self-motivation and drive. Working to agreed deadlines with minimal supervision	✓	
4.	Experience in and/or a commitment to working with young people		✓
5.	High level of interpersonal, communication and customer service skills	✓	
6.	Understanding of the requirement to exercise discretion and maintain confidentiality at all times.	✓	
7.	Must have experience of working as part of a team	✓	
8.	Computer literate. High degree of competence in the use of Google Drive & MS Office suite of applications. Able to adapt to new technology quickly and support others to use it. Highly developed keyboard skills.	✓	
9.	To keep clear and accurate line management notes and to carry out performance reviews for the team.	✓	
10.	Knowledge of SIMS		✓
11.	Must be willing to work flexibly – according to the needs of the school	✓	
12.	Must be able to confidently and professionally deal with confrontation.	✓	
13.	Able to multitask	✓	
14.	Able to offer pragmatic solutions to all stakeholders	✓	

15.	Able to remain upbeat, enthusiastic and determined when faced with challenging tasks. Calm and focused under pressure and able to retain a sense of humour whilst demonstrating tenacity through to resolution of tasks.	✓	
16.	Willing and able to share knowledge with the admin team.	✓	
17.	To be highly motivated and to demonstrate a sense of urgency if required.	✓	
18.	Must be able to pre-empt potential problems and able to think ahead to take measures to prevent issues from occurring.	✓	
19.	School experience desirable or experience of working in a high volume, fast paced corporate organisation.		✓