



## **JOB DESCRIPTION**

<b>Post:</b>	Deputy Office Manager
<b>Pay Scale:</b>	Scale 5 (Point 12 - 15, £24,462 - £25,809)
<b>Location:</b>	Kingsford Community School
<b>Working Hours:</b>	36 hours per week
<b>Working Pattern:</b>	Full Time, Monday to Friday 9:30am to 5:42pm with an hour for lunch <i>(Some flexibility in working hours will be essential, including evenings and weekends)</i>

<b>Responsible to:</b>	Office Manager
<b>Responsible For:</b>	Administration Team
<b>Other Relationships:</b>	All school staff, students, visitors, external agencies

### **The Role**

As Deputy Office Manager, you will play a key role in ensuring the administrative functions of the school run efficiently and effectively. You will supervise the administrative office whilst implementing and maintaining efficient systems and processes. This role requires excellent interpersonal skills, an ability to work under pressure with excellent organisational, planning and multi-tasking skills.

### **Office Management**

- Deputise in the Office Manager's absence.
- Lead and manage the Administrative Team and operate as a member of this Team within the school in meeting all administrative needs including the completion and organisation of all holiday work as directed by the line manager.
- Provide cover for absent colleagues when necessary as directed by the line manager.
- Undertake training and development relevant to the post.
- Be aware of and comply with Health & Safety, personnel and financial regulations pertaining to this post.
- Be aware of and comply with the school's equal opportunities policy.
- Undertake other temporary duties, consistent with the basic objectives and/or duties of the post.

### **General Administration Support**

- Support in the preparation and co-ordination of admin staff for all major school events: SAC days, Parents evening and all events involving parents.
- Compile the Student Yearbook.
- Ensure admin staff are appropriately trained and maintain relevant CPD administrative requirements.
- Ensure efficient and timely communication of school events and activities to office staff and ensure office staff workloads are effectively managed, prioritised and monitored to meet relevant deadlines and to report to the SLT when there are difficulties in achieving or managing this.
- To be first aider in the main office, undergoing basic first aid training and to complete regular course updates.



## Kingsford Community School

*An International School and Confucius Classroom*

- Ensure that school display is of a consistently high standard.
- Managing visitor's forms: To ensure all visitors receive a warm welcome and in accordance with safeguarding procedures (Reception cover)
- Handling of telephone enquiries (Reception cover)
- To provide hospitality as required: Preparing Refreshments, Gifts
- Writing confirmation letters
- Co-ordinate office staff annual leave dates and working hours, rotas for Reception cover during lunch time and half terms
- To ensure efficient and timely communication of school events and activities to the facilities team
- Ensure effective school office working practices and to line manage members of the admin team
- Provide admin support for CCF team
- To ensure effective and efficient communication between all the administrative team through systematic meetings and providing clear direction and support to office staff in their forward planning.
- To provide information to parents, visitors and external agencies on school procedures and policies as directed by designated staff.
- To ensure that the Finance Administrator orders stationery and equipment as directed and maintains inventories for such equipment for designated staff.
- To provide back up for Cover Manager regarding cover arrangements.

### **Equal Opportunities and School Vision**

- To ensure and display commitment to the implementation of the school vision and Ethos.
- To be committed to the schools policies on Equal Opportunities and Learning Support, and inclusion.
- To be committed to the continual raising of levels of achievement for all our students.
- To work with confidentiality and sensitivity, which are essential when dealing with parents of our multi-ethnic school.

### **Other**

- Actively promote the safety and welfare of our children and young people.
- Ensure compliance with General Data Protection Regulation (GDPR).
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- Duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher.

***Kingsford Community School is committed to safeguarding and promoting the welfare of children and young people in accordance with DFE Safeguarding Children and Safer Recruitment regulations. The school expects all staff and volunteers to share this commitment.***



## **PERSON SPECIFICATION**

### Personal Qualities

- Confidentiality
- Good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations
- The capacity to remain calm and to cope with the unexpected
- Excellent time keeping
- Committed and enthusiastic
- Confident, positive and flexible attitude

### Skills & Abilities

- Knowledge and experience of the school management information system (SIMS)
- Effective written and verbal communication skills - ability to compose letters with fluency
- Ability to work on own initiative and be decisive
- Ability to work as a member of a collaborative team
- Excellent organisational and planning skills
- Ability to relate to all personnel within the school environment
- Ability to approach all confidential matters with discretion, sensitivity and diplomacy
- Knowledge and experience of whole school procedures, organisation and structure
- Ability to translate ideas and strategy into operational plans, ensuring both delivery and high quality services
- Ability to raise and maintain the quality of customer service
- Skills in identifying problems, developing options and making decisions
- Ability to recruit the right staff to admin positions
- Ability to prioritise and work under pressure while appropriate delegating
- Ability to use ICT personally and understand the part it should play in a services success

### Personal Style and Behaviour

- Passion for and positive commitment to providing high quality services to clients
- Commitment to promote and work within the values of NPW, including equality of opportunities
- Politically adept, able to demonstrate credibility and earn respect while dealing with stakeholders including Newham Council, Headteachers, Governors and Unions
- Able to work both on own initiative and collaboratively
- Able to be authoritative yet willing to take account of the views of others and be responsive to them

### Qualifications

- The successful candidate is likely to be educated to at least degree level
- Minimum RSA word-processing level 3 or equivalent
- Full computer literacy - Microsoft Office: Word, Excel, Publisher, Access, PowerPoint and Internet