



OFFICE MANAGER

- Accountable to:** Executive Business Manager/ Head of School / Executive Headteacher
- Grade:** SO1 Sp 23-25
- Hours:** 35 Hours, Monday to Friday from 8:45am to 4:45pm with one hour for lunch
- Contract:** Permanent, Term Time Only plus 2 weeks

Main Purpose of the Post

To support the Leadership and Management Team in providing a high quality, efficient, accurate and completely confidential clerical and administrative service to underpin the effective management of Sudbourne Primary School.

As directed by the Leadership and Management Team, undertake additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

Key Responsibilities

Organisation

- Take a lead role in the effective and efficient management of the school support office and reception area, assisting in the development of an effective central administration function for the whole school with a professional and customer-oriented approach to work at all times.
- Contribute to the planning, development and organisation of support service systems, procedures and policies as required to meet the changing needs of the school.
- Maintain confidentiality, complying with the General Data Protection Regulations (GDPR) 2018 and following school procedures at all times.
- Supervise, train and develop administrative staff as appropriate.
- Ensure site security is adhered to at all times, that all visitors sign into the school and are given security badges and Safeguarding and Health & Safety procedures are followed.
- Act as Database Administrator and key contact for the school's information management system (Abor), taking a lead role in the development and maintenance of the systems within school. Ensuring end of year and new-year procedures are in place and followed.
- Identify ways to achieve efficient work practices and ensure decisions are made to ensure value for money and to enhance the reputation of the school.
- Maintain an effective and up to date filing system and an archive of documentation in line with the school's Data Protection and Records Management Policies.
- Manage and maintain school diaries as required.
- Undertake the administrative and practical arrangements for parents' evenings.
- Support and inform Data Protection and GDPR processes within the school.

School Communications

- Respond as necessary to telephone, email, in-person and other enquiries from parents / carers and other members of the community, providing advice and guidance and dealing with queries as far as possible and referring them to other staff as necessary.
- Oversee all incoming and outgoing correspondence, including the general school email account, ensuring appropriate action is taken in a professional and timely manner.
- Undertake report and letter writing, minute taking, typing, word processing and complex IT based tasks.
- Co-ordinate the production of the fortnightly Newsletter; gathering content, designing and arranging layout and managing distribution to all stakeholders.
- Maintain and update the school website, Instagram, Twitter account and other social media platforms as required.
- Maintain effective links with the local community, dealing sensitively with members of all communities represented locally.

School and Nursery Admissions and Pupil Data Management

- Oversee the organisation and management of admissions and induction procedures for admission to the main school and nursery ensuring the school's and Lambeth's Admissions policies and procedures are adhered to.
- Liaise with Lambeth Admissions to monitor the school roll and manage and ensure school numbers are maximised.
- Maintain the files and database for nursery admissions and ensure accurate lists of children awaiting places, siblings and future intakes are kept to ensure nursery numbers are maximised.
- Act as the first and continual point of contact for prospective families from enquiry through to the enrolment of new pupils at the school and nursery.
- Organise and conduct pre-admission meetings, visits and tours for prospective parents and prepare pupil packs ensuring that all appropriate paperwork has been completed and distributed and ensuring high quality customer care at all times.
- Liaise closely with colleagues to ensure the smooth transition/induction of new families, and support arrangements for new starters.
- Compile, analyse and submit complex forms, reports and statistical returns, including the annual school census PLASC return, as required by the school, Governing Body, Local Authority DfE and other stakeholders within statutory guidelines and adhering to deadlines. Maintain accurate and accessible records for audit as required.
- Be responsible for the end of year upgrades and annual global update within the school's MIS at the end of each school year.
- Oversee the transfer of all pupil records to a new school as required and in accordance with the school's Data Protection policy and Keeping Children Safe in Education (KCSIE) including children transitioning from the nursery and children with EHCPs.
- Oversee the accurate and consistent recording of presence, lateness, unauthorised or authorised absence in a manner that supports all relevant School Policies and ensuring any cause for concern is reported accordingly.

- Ensure emergency contact information and permissions are kept up to date using the schools MIS or other systems as appropriate. Circulate data checking sheets to parents, chase these forms and ensure the information is provided and recorded.
- Be responsible for the administration of the online payment and communication system.
- Ensure that internal and external perceptions of the school and nursery are managed and protected through the implementation of the school's marketing plan, utilising the school website, signage, the prospectus, and communications with current and prospective parents and other strategies as necessary.

Pupil Meals

- Oversee the Finance and Admin Officer to ensure pupil and staff meals are paid in advance and, where this is not the case, that the school's debt policy is followed to ensure prompt clearance of any debts. Review all debts weekly.
- Be responsible for the administration of applications for free school meals ensuring they are checked systematically and that the MIS is updated with the necessary information, keeping appropriate records and reminding parents on an annual basis of the need to reapply.
- Ensure the catering provider always has up to date information regarding allergies or specialist dietary requirements and is notified immediately of any changes.

Pupil Welfare

- In line with Health and Safety Regulations and Sudbourne Primary School's First Aid Policy, carry out the duties of the First Aid Appointed Person
- Be a named First Aider with 'First Aid at Work' responsibilities, providing first aid/welfare duties to pupils and other site users as required and liaising with parents/staff etc. accordingly.
- Ensure medical supplies held in school for children are stored safely and are in date, undertaking checks as frequently as required.
- Support with the preparation of Individual Health and Care Plans (IHCP) and adhere to the requirements listed when relevant.
- Where pupils require medication during school hours, ensure that the school's Administering Medication and Supporting Children with Medical Conditions Policies as well as any individual IHCPs are adhered to at all times, ensuring that all documentation and permissions are in place and accurate and correlate with the medication to be administered.
- Liaise with parents and the school nurse to ensure that medication held in school for children is stored safely and is in date at all times, undertaking checks as frequently as required.
- Liaise with the school nurse and external agencies to arrange and timetable health checks and immunisation visits at the school; organising class timetables, ensuring the pre-booking of rooms and the distribution and collection of consent forms.
- Ensure that all accidents are recorded in the school's Accident Book.
- In line with statutory requirements and under the direction of the Executive Business Manager/Head of School, prepare accident reports for the Local Authority regarding all accidents of a serious nature and RIDDOR reports as directed by Lambeth Risk and Insurance and Occupational Health and Safety teams.

- Ensure that details of allergies and medical needs are up to date on the school's MIS and online management tool and this information is shared with relevant staff as required.

Other Duties

- Assist with the collection and processing of payments and any other income in accordance with school procedures and preparing cash receipts for banking.
- Assist with the organisation of school trips, visits and outings as required including liaising with the school's caterer, TFL/alternative local transport provider, etc.
- Co-ordinate school photographs including, booking photographer, organising class timetables and administering, sorting and distributing the photographs.
- Undertake any additional tasks that may arise from time to time, commensurate with the grade of the post, as directed by members of the Leadership and Management Team.
- Provide assistance with school and PTA fundraising initiatives and at school functions as required.

Personal Qualities / Attributes

- Ability to make decisions and use own initiative on matters as agreed with line manager.
- Demonstrate commitment to quality and customer service in all aspects of the work.
- Maintain a good general knowledge of the relevant functions, operations, programmes, priorities and problems of the school.
- Have diplomacy and tact to resolve issues, using discretion so as not to commit any breaches of confidentiality or data protection.
- Undertake such duties as may be required from time to time to meet the needs of the office and the organisation and positively contribute towards the school ethos.
- Undertake all duties in accordance with the appropriate organisational procedures, policies or guidelines.

Responsibilities

- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Continuously develop your own role, taking responsibility for identifying and addressing training and development needs.
- Carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

Confidentiality

You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection (where necessary please refer to Data Protection Act)

It is essential when working with computerised systems that you are completely aware of responsibilities at all times under the Data protection Act 2018 for the security, accuracy, and significance of personal data held on such systems.

Equal Opportunities

To implement the Council's Equal Opportunities Policy and work actively to overcome discrimination on the grounds of race, gender, disability, sexuality or status in the Council's service.

To take responsibility, appropriate to the post for tackling unlawful discrimination amongst all groups in line with the Equalities Act 2010.

Health and Safety

Employees are required to work in compliance with the School's Health and Safety policies and under the Health and Safety at Work Act (1974), ensuring the safety of all parties they come into contact, such as members of the public, in premises or sites controlled by the school.

In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to monitor and maintain a safe and secure working environment. It is expected that whilst maintaining an effective and efficient working environment you will comply with safety rules and procedures and ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for the school and nursery's community.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and healthy environment and including such information, training instruction and supervision as necessary to accomplish those goals.

Safeguarding

To have a due regard for safeguarding and promoting the welfare of children and young people and to follow all associated child protection and safeguarding policies as adopted by the school and Local Authority.

To remain vigilant and do everything possible to protect children, families and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to follow all associated child protection and safeguarding policies and procedures adopted by the School.

Note

The duties of the job description may be reviewed and subject to amendment annually in consultation with the jobholder. This is to ensure that the role continues to change in line with the needs of the School. The job description is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post-holder's responsibilities and duties.'

This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the

**Job Description
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organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but will be reviewed annually.

Signature of post holder _____ **Date** __/__/__

Signature of Headteacher _____ **Date** __/__/__

Person Specification for Office Manager

This person specification relates to the requirements of the post as determined by the job description. Please write a personal statement detailing how you meet the criteria below.

EDUCATION – TRAINING/QUALIFICATIONS	CRITERIA
Good skills in literacy and numeracy (GCSE Grade A – C or equivalent), including accurate spelling, grammar and punctuation	E
A level or equivalent study in further or higher education	E
Appropriate first aid training or a willingness to complete on appointment	E
Evidence of excellent proficiency in computing	E

RELEVANT EXPERIENCE	CRITERIA
At least one year's experience of working in a similar role providing in-depth administrative support to a wide range of colleagues	E
Experience of providing administrative support and front of house/customer facing service	E
Confident experience of using Microsoft Office and Google applications	E
Confident experience of using ABOR.Net	D

PERSONAL AND PROFESSIONAL SKILLS AND DUTIES	CRITERIA
Ability to create a professional and welcoming office environment for staff, pupils and visitors	E
Ability to communicate effectively with staff, governors, parents, pupils, external agencies and the public at all levels, face to face, via electronic communication and over the telephone	E
Excellent time management skills and ability to organise, plan and prioritise tasks effectively and meet deadlines	E
Committed to high professional standards and presentation	E
Ability to absorb information readily and speedily and work under pressure in a busy office environment	E
Ability to work independently, demonstrating initiative	E
Ability to adapt to both varying tasks and those of a routine nature with excellent attention to detail & accuracy	E
Ability to develop and maintain efficient record keeping/management information systems, providing accurate records and reports as required	E
An ability to communicate effectively and professionally with staff, pupils, parents, governors and other agencies	E
Ability to work co-operatively and sensitively with others deal and to deal with contentious / difficult situations as required	E

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Demonstrate positive, controlled and consistent behaviour even in crisis situations.	E
Work in a positive and co-operative way, learning from others and contributing to the development of the team	E
Committed to own development: seeks and embraces opportunities to undertake further training in order to develop skills and knowledge and to take a proactive role in developing the school's administrative service	E
Knowledge of the principles of confidentiality and sharing of personal information	E
A commitment to and understanding of implementing the Councils/Schools Equal Opportunity Policy. Seeks to develop an understanding of different groups and individuals and works to ensure equitable and appropriate treatment for all.	E
Knowledge and experience of the application of Health & Safety in a school setting	D
A commitment to safeguarding and promoting the welfare and rights of young people.	E