



## OFFICE MANAGER FULL-TIME Required ASAP 2024

Francis Holland School, Regent's Park, was founded in 1878 by the Reverend Canon Francis Holland and is regarded today as one of London's leading academically selective girls' independent day schools. The school is situated next to Regent's Park and has a reputation for its friendly, cohesive and collegiate atmosphere. The ISI Inspection Report in March 2022 assessed Francis Holland as 'Excellent' in all key areas of school life.

Entry to the school is very competitive and pupils are selected via entrance examinations and interviews at 11+ or Sixth Form. Girls achieve exceptionally good results in examinations at GCSE and A Level, and progress to some of the best universities in the UK, as well as to top global institutions such as those in the US. There are close links with our "sister" school at Francis Holland, Sloane Square, which was founded in 1881. The school offers a large number of bursaries, in addition to music, academic and art scholarships, all of which are means-tested, up to 100% fees.

Moreover, the school offers a plethora of co-curricular activities. Over seventy clubs and societies are available every week: before school, at lunchtime and after school. Music, drama and sport are particularly strong. Community voluntary work, outreach and charitable activities are enthusiastically supported by staff and pupils. Achievement beyond academic results is regarded as essential for FHS students and all teachers are expected to contribute fully to the wider life of the school and its co-curricular programme.

Staff at Francis Holland School are offered an Aviva (Salary Sacrifice) scheme. Several colleagues have already opted for the new scheme due to the **tax advantages** it offers, the **flexibility** with the option to reduce one's own contribution (without affecting the 'Employer' Contribution), and the ability to opt for a lower 'Employer' contribution in favour of a higher salary, as well as the added benefit of **Income Protection**; full details of the scheme, and self-management is available to members via the **Aviva Pension Microsite** upon joining Francis Holland Schools.

The school places great emphasis on the professional development of its entire staff. Staff at Francis Holland School enjoy a significant range of professional benefits. A comprehensive schedule of continuing professional development and INSET training, both internal and external, is provided for all staff. An interest free loan for travel season ticket is offered to all staff, on application to the Bursar. Daughters of staff are offered a 50% reduction in school fees.

Interested candidates are invited to submit an application via My New Term. The closing date for applications is **9 am on Friday, 23<sup>rd</sup> February 2024**. Early applications are encouraged and will be considered as they are received. The School reserves the right to appoint at any stage.

All appointments at Francis Holland School are conditional upon clearance by the Disclosures and Barring Service (DBS testing).

Francis Holland Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo our safer recruitment checks and child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). This role is classed as regulated activity with children as it involves teaching, training or supervising children on a day-to-day basis and is exempt from the Rehabilitation of Offenders Act, 1974. Francis Holland Schools Trust champions diversity and inclusion in the workplace and strongly encourages applications from all sections of the community.

Registered Charity: 312745



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The School Office is a busy, dynamic environment and the team work closely to ensure the smooth operation of the School's administrative functions. The office is the central hub for both internal and external communications and the postholder will be proficient in multi-tasking and prioritising workload. This is an exciting opportunity for an organised, calm and personable individual to lead a closely-knit team at a happy and successful independent school.

The Administrative team currently consists of:

- The Front Office Administrator who oversees pupil attendance and shares office duties with the Office Manager
- The Senior Administrator who is based at the Linhope House Sixth Form Centre and assists the Head of Sixth Form with administration and supports the Careers Department
- The Assistant to the SLT who is based in the office
- The Head's PA and Office Manager who is based in the office
- The Registrar and Assistant Registrar who look after all pupil admissions and will need administrative support from time to time

The Office Manager will be line managed by the Head's PA and will have direct line management over the Front Office Administrator and the Senior Administrator. The school office team works reduced hours during school holidays and the school is closed for certain days at Christmas and New Year and during the Summer. Six weeks' annual leave (one of which must be taken between Christmas and New Year) should be taken during school holidays by advance arrangement with your line manager. The Office Manager is responsible for ensuring the office is staffed daily from 7.30am-5.30pm and to manage office shifts accordingly; expected working hours will be 37.5 hours per week.

The successful candidate is likely:

- To be a person who enjoys working in a busy school environment
- To have a professional yet friendly and approachable demeanour and a confident telephone manner
- To have excellent communication and interpersonal skills
- To be meticulously well organised and accurate with excellent attention to detail

- To set a good example in terms of personal presentation, attendance and punctuality
- To be First Aid qualified (or be willing to undertake a training course)
- To have flexibility and be able to multi-task
- To have outstanding administrative skills; must be proficient with computers and software programmes, most specifically Microsoft Word and Excel. Knowledge of other database and mailing systems such as Mailchimp will be a benefit.
- To exhibit tact and diplomacy and the ability to keep sensitive information confidential
- To demonstrate ability to work well as part of a team as well as willingness and confidence to use own initiative to solve problems
- To be able to remain calm and work well under pressure

### **Key Duties and Responsibilities**

- To manage the running of the school office in order to facilitate the smooth-functioning of the school's administration on a day-to-day basis
- To ensure the school office is appropriately staffed during lunch and holidays times
- To provide a first-class reception service including the efficient and courteous management of incoming telephone calls and visitors in line with child protection regulations and school policy
- To ensure that all school visitors are checked and signed in efficiently
- To ensure the school's parent and student database is up to date and correct
- To record pupil absences and check registers daily in the absence of the Front Office Administrator
- To monitor and develop procedures and systems of administration and communication
- To take responsibility for professional development and upskilling, both of your own and the office staff, keeping up to date with research and development related to school efficiency
- To ensure all office staff are cross-trained on various duties to allow sufficient cover in the case of absence or sickness
- To support academic and pastoral departments with administrative tasks associated with their duties
- To support teaching staff, the Marketing Department and Admissions with administrative tasks associated with events (Music, Drama) open events and entrance examinations
- To oversee any mailings or communications to parents in the school. Collate and format letters or notices from teachers to produce a weekly E-newsletter with the Head and Head's PA
- To ensure all incoming post is processed promptly and to arrange the posting of all outgoing post
- To be in charge of petty cash and the sending of invoices to the Bursary or relevant staff member for approval
- To ensure that pupil filing is completed quickly and efficiently
- To ensure that pupils who are feeling unwell are looked after in an appropriate manner by the School Nurse
- To Minute the weekly Staff Briefings and thrice-termly Staff Meetings

- To ensure trip phones are booked ahead and a log is kept of all phones taken out for each school trip
- To support operations with administration for whole-school events
- To oversee the booking of taxis for staff members and, where relevant and appropriate, some visitors to the school

All appointments at Francis Holland School are conditional upon clearance by the Disclosures and Barring Service (DBS testing). An enhanced DBS check will be required on employment, two references prior to interview and proof of identity ie Passport or proof of right to work in the UK and relevant examination certificates, at interview. Any gaps in career history needs to be clarified in the form or statement.