

POST TITLE: Operations, Data and Communications Manager

STATUS: Permanent, Term time plus 3 weeks

SALARY: MG1

LINE MANAGER: Headteacher

SUPERVISORY RESPONSIBILITIES: Receptionists, Administrators, Site Manager, Network Manager and Design and Communication Officer.

Principal Responsibilities

- To supervise the day-to-day operations of the office and visitor reception desk.
- To line manage a team of administrative and support including receptionists/administrators, Premises & Facilities Manager, Network Manager, Admissions and Attendance Administrator.
- To deliver a timely administrative service to the Headteacher, governing body, SLT and other staff of the school, parents and carers, the public, the LA and other agencies
- To implement systems for communication between the school and its stakeholders including a monthly school newsletter and managing the school's website.
- To maintain and review systems for data management relating to pupil attendance, absence reports, school profile etc. and supervise the completion of school pupil census'
- To analyse data from documents such as Analyse School Performance (ASP), Fischer Family Trust (FFT), Local Authority Comparative data and internal tracking systems
- To produce robust data analysis and summary reports for the HT and governors.
- To research and produce a range of reports, documents and correspondence, including confidential material, for the Headteacher and Governors.
- To facilitate training for staff in the use of data to raise standards of pupil performance and overall achievement.
- To work with the Assessment Coordinator.
- To work with the Site Manager to oversee the bookings system for lettings.
- To seek to maximise community involvement and revenues by promoting lettings when capacity is not being fully utilised.
- To work with the Network Manager to ensure all IT systems and equipment are well managed.
- To manage the procurement of all resources and supplies within the remit of the role.
- Oversee the delivery of school lunches by ensuring contractual obligations are being met and developing effective communication between the kitchen staff and the school.

Supervision of Administrative, Premises & Facilities, Network, Design and Communication Officer and Reception duties includes:

1. Operational

- The supervision of the day-to-day work of the administrative and support teams.
- Ensuring all visitors to the school are received in a professional manner.
- Ensuring that the front of house presents a smart and professional image to all visitors.
- Undertaking the performance appraisal of staff under your line management .
- Liaising with the Finance and HR Manager with team planning and development.
- Assisting with the preparation of school events, projects and functions
- Supervising hospitality arrangements for meetings as required.
- Responding positively with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken.

- Being flexible in meeting the needs of the school. This may include assisting in other sections of the administration and occasional evening or weekend work with appropriate pay or time off in lieu.
- Providing cover in the event of the Headteacher's PA being absent.
- Carrying out responsibilities with due regard to the School's policy, organisation and arrangements for Health & Safety at work.
- Overseeing the Health and Safety electronic systems across the school and liaising with the Health and Safety lead, the Site Manager.
- Oversee the management of GDPR across the school and be the school's Data Protection Lead liaison with the external Data Protection Officer.
- Delivering annual data protection CPD, along with staff induction. The Data protection policy mentions the as being the liaison with the DPO so I would suggest using this title here.
- Carrying out duties in line with equality and diversity principles and being sensitive to the needs of others, promoting a positive approach to a harmonious working environment.
- Promoting and safeguarding the welfare of children.
- Undertaking any other duties, appropriate to the grade, which may be required as directed by the Headteacher.
- Member of the School's Senior Leadership Team.

2. Communication:

- Co-ordinating, creating and circulating the school's weekly bulletin to staff.
- Co-ordinates the school's monthly newsletter to parents, producing the digital Staff Handbook and Supply Staff Handbook.
- Co-ordinating all updates on the school's website and coordinating pupil, parent and staff surveys. Feeding back to all stakeholders.
- Monitoring all communication operations and systems, for example, the website, telephone systems and call usage and reporting concerns.
- Overseeing the procurement and maintenance of the school's photocopying machines.
- Ensuring all telephone calls are answered promptly and professionally.
- Ensuring all post inwards and outwards are promptly received and processed.
- Leading in the production and standardisation of school forms.
- Ensuring the maintenance of clear and effective filing, records and other communication systems and keeping them updated.
- Maintaining confidential files as directed by the HT, DHT and SLT.
- Liaising with SLT and other relevant staff to ensure that School information and documentation of statutory responsibilities are processed efficiently and within agreed deadlines.
- Maintaining a high degree of confidentiality with regards to issues concerning members of staff and pupils.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation of the post holder's professional responsibilities and duties. The postholder will be expected to carry out all duties in the context of, and in compliance with, all the School's policies and procedures and in compliance with the London Borough of Harrow's Equal Opportunities Policies and Code of Conduct.

All the above duties are to be carried out in line with current Health & Safety legislation.

I can confirm my acceptance of the Job Description as outlined above.

Name: _____

Signed: _____

Date: _____

PERSON SPECIFICATION: Operations, Data & Communications Manager

Qualifications/Knowledge	Essential	Desirable
A good level of education including English and maths GCSE A-C and A Level	X	
A relevant degree		X
Business Manager Qualifications		X
A strong working knowledge of Microsoft Office software, including Word, Excel, PowerPoint and SIMS	X	
Health and Safety qualifications		X
Good technical knowledge of systems used in schools, beyond that of a user.	X	
Experience		
Successful line management experience, preferably of a small team including performance management.		X
Diary management		X
Understanding of school financial management systems		X
Successful administrative or clerical experience, ideally in an educational environment		X
Events management		X
Successful experience of working with general public, pupils and colleagues	X	
Good understanding of safeguarding procedures in a school setting	X	
Up to date knowledge of data protection laws in a school context	x	
Skills		
Effective time management skills and the ability to be responsive and efficient.	X	
The ability to work to agreed quality levels and service standards	X	
Accurate and efficient typing and word processing skills	X	
Good interpersonal skills and the ability to communicate effectively both orally and in writing	X	
The ability to assimilate information quickly	X	
Excellent organisational skills	X	
Personal Attributes		
Ability to work co-operatively and sensitively with others, both independently and as part of a team	X	
Ability to create a professional and welcoming office environment	X	

for staff, pupils and visitors		
Committed to professional development and training	X	
Committed to equal opportunities and working in a multi-cultural environment	X	
Enthusiastic and self-motivated	X	
Ability to display a calm, tactful and responsible attitude	X	
Flexible approach and the ability to adapt to change within the working environment	X	
Ability to take instruction and work on own initiative	X	