



## **Job Description**

### **Office Manager**

**Reports to:** TBC

**Responsibility for:** Administration Assistants x4

**Grade: Salary range:** Scale: 26-29 Salary: £25,746 - 28,356 (fte)  
£21,993 - 24,222 (actual)

**Hours of employment:** 36 hours per week, term time plus one additional week per year (41 weeks). Some evening work may be required at various times during the year. Notice will be provided and this may be claimed as 'time off in lieu'.

### **Overall Purpose**

The Office Manager will be responsible for the strategic planning and development of the school's administrative, reception and back-office functions. They will work with all members of staff in the school and have contact with parents, governors and outside stakeholders. An experienced team member, the Office Manager will largely manage their own time and determine priorities in order to achieve effectiveness. The postholder must be able to use their initiative, work as part of a team, and have the ability to cope in a dynamic and challenging environment.

The Office Manager will directly manage a team of 4 administrators (3 full time, one part-time) to ensure the delivery of efficient and effective student administration and administrative support to SLT, Pastoral Leaders and Faculties. They will also be required to complete specific administrative tasks and support the team of administrators during peak periods by participating in general admin duties.

The Office Manager will develop a collaborative team that can flexibly respond to the changing demands and peaks and troughs in workload throughout the academic cycle.

### **Summary of major duties and responsibilities:**

#### **1. Line Management Responsibilities**

The Office Manager will:

- Participate in the recruitment process for members of the team, complete probationary reports and appraisals, and manage staff issues at initial informal stages in accordance with the School's HR policies, escalating issues where necessary.

- The Office Manager will promote the development and training of the team and provide feedback and support, informally through one to one meetings and formally through probation/appraisal. The Office Manager will identify training needs and targets to support individual and organisational targets and goals.

## **2. Strategic Development**

- Carry out twice yearly administrative support reviews to evaluate service across the school.
- Develop and deliver a 'Service Level Agreement' type document, in collaboration with the team, to set out the support and standards of delivery the General Administration team will uphold and manage expectation in terms of the tasks and deadlines reasonably requested by colleagues.
- Promote and uphold a positive professional image to parents and visitors by ensuring that the reception environment is welcoming and enquiries are dealt with effectively.
- Ensure that the team effectively promotes and support agreed policies and procedures, for example the issue of visitor's badges, signing in book, etc.

## **3. Communication**

- Ensure that the necessary documentation, duty rotas and staff lists are produced and circulated to ensure the smooth running of the school.
- Collate information and produce PPE supplement.
- Liaise with prospectus company to update school prospectus as and when required.
- Liaise with relevant senior leaders and with the Clerk to the Governors to ensure policies are monitored, reviewed, amended and shared as appropriate.

## **4. School Calendar**

- Maintain the Outlook school calendar. Ensure term dates, parents' evenings, INSET days and all other school events are accurately published.
- Liaise with all stakeholders to ensure all school events, such as trips, concerts etc. are published in the school calendar throughout the year.

## **5. School website**

- Be responsible for updating the school website with all school events, term dates, etc. in order that parents and other stakeholders have access to accurate information.
- Liaise with relevant stakeholders to ensure all pages of the website contain accurate and up to date information.

## **6. Budgets**

- To hold responsibility for general admin budget and hospitality budget. To approve all orders accordingly.
- To hold a petty cash float and be responsible for collecting receipts and liaising with finance.
- To manage mobile phone contracts under direction of the Headteacher to ensure allocated key staff have phones and ensure we are obtaining best value for money for the contract.

## **7. Admissions**

- Maintain accurate secondary transfer records.
- Ensure invitation to pre-admissions tests and offer letters are distributed in a timely fashion.
- Administer all admin for CAT tests in Dec.
- Liaise with Borough and HoY to ensure vacancies are filled in each year group. Arrange meetings with parents for pre-admission interviews.
- Manage the enrolment process for in year admissions.
- Manage the system for options administration for Years 9 to 10 and 11 to 12.

## **8. Educational Visits Coordinator**

- Ensure all administration work for trips is complete, including the logging of information required by LA, and that all compliance and safeguarding issues are adhered to.
- Update school calendar with all authorised trips in a timely fashion.
- Update Barnet system (Evolve) with all trips.
- Liaise with Borough regarding compliance for all residential and overseas trips.
- Train staff to ensure that internal policies and procedures for trips are adhered to.

## **9. Attendance**

- Produce the weekly SOL tracker.
- Liaise with the Education Welfare Officer to exchange information and determine appropriate levels of intervention.
- Work on initiatives which raise the awareness of school staff, parents and the community on the importance of school attendance.
- Process student leave of absence request forms.
- Ensure daily register is printed and at hand in the event of an emergency.
- Generate and interpret attendance statistics, creating data reports.
- Manage school correspondence in respect of attendance, issuing letters and liaising with the relevant member of SLT as required.
- Work alongside relevant Heads of Year and where necessary external agencies in order to support parents with improving their child's attendance.

## **10. Miscellaneous**

- To undertake such other duties as directed and required from time to time, within the reasonable scope of the role.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

- Relevant qualification in business administration, or equivalent experience.

#### **Experience**

- Substantive experience in administration support, preferably in similar setting.
- Line management experience including conducting appraisals.

#### **Knowledge**

- Knowledge of the academic cycle and major admin functions within a school.
- Knowledge of a range of Microsoft Office applications.

#### **Personal Qualities**

- Ability to demonstrate a commitment to Equal Opportunities.
- Willingness to participate in further training and developmental opportunities offered by the school, to further knowledge.

#### **Skills & Abilities**

- Ability to coach, train and monitor others to develop a team.
- Ability to work in an organised and methodical manner.
- Ability to maintain efficient record keeping systems.
- Ability to identify work priorities and manage workloads to meet deadlines whilst ensuring that lower priority work is kept up to date.
- Demonstrable 'teamwork' skills; reliable, constructive, good listening skills, cooperative, flexible and open.
- Ability to deal with sensitive situations and management of conflict
- Strong IT skills and ability to share knowledge with others
- Clear and professional communication style
- Ability to encourage and motivate a team.
- Ability to show sensitivity and objectivity in dealing with confidential issues.

#### **Other**

- Emotionally mature attitude to issues surrounding student safeguarding, welfare and child protection, appropriate to the nature of the duties and responsibilities of this role.
- Positive attitude to diversity and equality issues with a demonstrable understanding of the community's responsibility to create a welcoming, fair and inclusive environment.

### **Additional Desirable Criteria**

- Experience of working in an academy.
- Knowledge of budget management.
- Experience updating websites

**Hendon School is committed to the protection of children and expects all members of the community to support that commitment. All applicants will be required to complete a Disclosure and Barring Service check (of criminal**

**record), thorough references and overseas background checks (where applicable) before an appointment can be confirmed.**

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Name of roleholder:

Date Provided:\_\_\_\_\_ HR Partner/Line Manager:\_\_\_\_\_