

## JOB DESCRIPTION

<b>ROLE TITLE</b>	Office Manager
<b>LOCATION</b>	Romford Special School
<b>REPORTING TO</b>	Headteacher

### INTRODUCTION

All Unity Schools Partnership schools embrace a strong set of values which ensure that pupils learn how to take their place in modern Britain. Every member of staff is required to uphold and promote the values of the Trust in every aspect of their work performance.

### JOB PURPOSE

To manage the school's front office function and work in collaboration with staff colleagues to provide a comprehensive administrative service to the school.

### KEY TASKS & RESPONSIBILITIES

#### Line Management

- a) Line manage the Front Office Administrative Team including:
- Regular review / update of job descriptions
  - Participation in recruitment / selection processes
  - Induction
  - training
  - Performance Management
  - Day-to-day supervision and co-ordination of the work of staff colleagues in the school's Front Office. Provide advice and support as required, including prioritising work coming into the office at times of peak activity;

#### Administration

- a) Open general incoming post and communications to the school's generic email. Forward named correspondence and email messages to the addressee. Deal with routine general items and refer more complex issues as appropriate;
- b) Provide an administrative support service to Teaching staff with regard to tracking, assessment and reporting, including inputting information to electronic spreadsheets as directed by members of the Senior Teaching staff and in accordance with agreed deadlines;
- c) Co-ordinate administration of trips and visits, school clubs and other activities;
- d) Assist in provision of an administrative service for student admissions / transfers i.e:

- Help prepare induction packs as required
  - Liaise with previous / future schools to arrange transfer of student records
- e) Oversee and if required operate the school's administrative arrangements and procedures with regard to one-to-one tutoring, after school clubs and other activities.
- f) Assist in preparation, editing and distribution of the school's newsletter and brochure.
- g) Maintain staff attendance and personnel records;
- h) Prepare and submit routine reports using the Trust's and school's systems and procedures, under the general guidance members of the Senior Leadership Team;
- i) Produce mail-merge documents as requested by Senior colleagues;
- j) Oversee and provide back-up to staff colleagues in running the booking system for PR days and subject surgeries;
- k) Assist with year-end archiving.

#### **Finance Administration**

- a) Take shared responsibility for operation of the school's Parentpay system
- b) Provide assistance and information to the Hub Finance Manager as required.

#### **Reception:**

Provide back-up to the Reception / Administrative Assistant i.e.:

- a) Provide back-up as first point of contact for visitors and carry out security and safeguarding procedures, ensuring that all visitors sign in and out and are issued with ID badges.
- b) Notify appropriate member(s) of staff of the arrival of visitors. Ensure that visitors do not enter the main school building without an escort, unless this has been authorised by the person they are visiting.
- c) Provide back-up to colleagues in the school office to act as the central information and communication point with regard to queries and requests for information from parents and other individuals / organisations.
- d) Control students' signing in and out during school hours
- e) Take delivery of items if required. Notify the addressee to arrange removal. Arrange for return of items as requested
- f) Make, receive and redirect telephone calls, including voicemail, text and email communications. Take messages and ensure that these are passed on as quickly as possible.

g) Provide cover for the student window as required.

### **Student Records**

- a) Create and maintain accurate and up-to-date individual files for each student in accordance with Samuel Ward Academy Trust (“the Trust”) and DfE requirements;
- b) Obtain and file previous school records for new starters;
- c) Assist in preparation of census information as required;
- d) Assist in preparation of Staff and Student Planners and Prospectus brochures;
- e) Help set up and organise whole school events, including Awards and Open Evenings;

### **Health, Safety and Wellbeing**

1. Look after sick or distressed students in the first instance who report to the school office. Notify the relevant senior member of staff in accordance with the school’s procedures;
2. Make initial contact with parents under the general guidance of the Line Manager / Principal;
3. Ensure maintenance / completion of the school’s Accident Book;
4. Complete accident and communicable diseases reports and submit them for checking and signature;
5. Store and oversee administration of medication in accordance with the school’s policy and procedures and under the direction of the Headteacher

### **SAFEGUARDING**

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young persons at all times.

The post holder, under the guidance of the Headteacher, will be responsible for promoting and safeguarding the welfare of all children with whom he/she comes into contact, in accordance with the Trust’s and the school’s safeguarding policies. The post holder is required to obtain a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

### **GENERAL**

1. Actively contribute to and promote the overall ethos and values of the School and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to the school or wider Trust.

4. Maintain absolute confidentiality and exercise discretion with regard to staff / pupil information and the Trust's business at all times.
5. Act as an ambassador for the School and the wider Trust within the local community and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the line manager or a member of the Senior Leadership or Trust Executive Leadership Teams which fall within the scope of the post.

**PERSON SPECIFICATION**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>KNOWLEDGE</b>		
<b>Technical or Specialist</b>	<ul style="list-style-type: none"> <li>NVQ or equivalent in a relevant subject</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of School / Trust Computer systems</li> <li>Experience of supervising staff</li> </ul>
<b>Literacy and Numeracy</b>	<ul style="list-style-type: none"> <li>Secondary education up to GCSE level or equivalent</li> <li>Demonstrable expertise in a range of relevant office / finance procedures.</li> <li>Ability to set out letters / documents and to use grammar correctly.</li> <li>Able to carry out reasonably complex calculations accurately.</li> <li>High level computer literacy.</li> <li>Able to maintain routine records e.g. school meals, sale of tickets, supplies.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of computer systems relevant to the school.</li> </ul>
<b>Organisational</b>		<ul style="list-style-type: none"> <li>Knowledge of basic health &amp; safety responsibilities and safeguarding procedures.</li> <li>Knowledge of policies and procedures e.g. sickness and absence records.</li> <li>Knowledge of the school's administrative procedures e.g. ordering / incoming and outgoing post.</li> </ul>
<b>Equipment / Materials</b>	<ul style="list-style-type: none"> <li>High level, accurate keyboard skills.</li> <li>Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers.</li> </ul>	
<b>Research</b>	<ul style="list-style-type: none"> <li>Able to use the internet effectively for routine research.</li> </ul>	<ul style="list-style-type: none"> <li>Broad understanding of government initiatives and their impact on the school.</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>Ability to check stock deliveries accurately.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Identify variations from accepted patterns or missing documentation or other unusual aspects and investigate or refer upwards.</li> <li>• Resolve day-to-day problems e.g. relating to cash payments. Know when it is appropriate to refer upwards.</li> </ul>	
<b>Creative Thinking</b>	<ul style="list-style-type: none"> <li>• Edit and produce of school materials e.g. newsletters, staff handbooks, year books.</li> </ul>	
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Organised and methodical approach to preparation and co-ordination of school activities e.g. transition and sports days, trips, awards evenings.</li> <li>• Ability to prioritise own workload and that of junior staff colleagues</li> </ul>	
<b>Interpersonal and Communication</b>	<ul style="list-style-type: none"> <li>• Tact and diplomacy second nature</li> <li>• Articulate with a good grasp of the English language</li> <li>• Ability to remain calm under pressure</li> <li>• Patience and tolerance when dealing with parents / students who may be upset or appear unreasonable</li> <li>• Understanding of the necessity and ability to maintain absolute confidentiality</li> <li>• Pleasant and helpful telephone and face to-face manner</li> <li>• Basic supervisory skills</li> <li>• Ability to function effectively as part of a team</li> </ul>	
<b>Advising / Guiding</b>	<ul style="list-style-type: none"> <li>• Assist / contribute to induction training for new staff</li> <li>• Able to influence / conciliate between staff colleagues</li> </ul>	
<b>Keyboard</b>	<ul style="list-style-type: none"> <li>• High level keyboard skills</li> </ul>	
<b>Manual Skills</b>	<ul style="list-style-type: none"> <li>• Routine manual handling skills</li> </ul>	
<b>Level of Autonomy</b>	<ul style="list-style-type: none"> <li>• Able to make day-to-day decisions about own workload, within general guidelines and procedures</li> <li>• Able and willing to use own initiative in solving semi-routine tasks. Know and understand when to refer upwards</li> </ul>	