



JOB TITLE	SENIOR OFFICE MANAGER
GRADE	Grade 4
REPORTS TO	Line manager
LIAISON WITH	Employees, Pupils and Parents.
JOB PURPOSE	The post holder will manage administration support to the Head of Academy and school to enable the delivery of a professional and efficient administration service
DUTIES	<ul style="list-style-type: none"> • To manage the efficient and effective operational running of the school office, devising new systems as required and improving business efficiency and quality standards. • Responsibility for the supervision of and deployment of staff and monitoring the workflow in the Academy's administration function as required, including general administration reception and reprographics. Ensuring the provision of quality and efficient administration support. • Onboarding of new administration staff (recruitment, induction and probation processes) and ensuring new staff are suitably trained. • Responsibility for monitoring all year-round support staff annual leave, ensuring any extra hours recorded for disaggregated days is collated and monitored, any extra hours used as toil is monitored. Life leave for administration on staff is monitored and return to work paperwork is completed following administration staff absence. • Oversight for the integrity of pupil data held in Arbor, ensuring the school's MIS adheres to relevant regulations and legislation such as Data Protection Act 1998 and GDPR 2018 and to inform Headteacher and SLT of issues re data integrity. • To ensure the MIS system continues to underpin the infrastructure of the whole Academy to support teaching and learning and ensure parents are engaged in the Arbor parent portal and App. • To ensure the Admission and Appeals procedure is adhered to in regard to admitting students on roll. • To ensure students are removed from the school roll legally and in the appropriate circumstances. • Informing the Head of Academy and SLT of issues re data integrity • Oversight for maintenance of pupil records (archiving and secure disposal) • Responsibility for ensuring that an effective reception and switchboard service is provided, liaising with ICT to ensure an accurate phone directory is published. • Input/output of data and production of associated reports for various MIS bolt on software packages such as OFSM, and Cunningham's Cashless Catering systems as exemplars. • Responsibility for management and annual updates to online systems such as ParentPay, the biometric catering system etc, and TES jobs portal. • Responsibility for the hospitality and meeting room booking and allocation.



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- Responsibility for managing the main hall bookings and updating the school calendar where appropriate for trips and other updates as directed.
- To facilitate the professional development of administration staff via the Professional Growth Process.
- To ensure the regular updating and checking of the School Website
- To be responsible for the organisation of administration training and the organisation and training of temporary staff
- Management of budget for orders and recording of data relating to the ordering, scheduling, receipting and payment of goods and services, ensuring that financial deadlines are met.
- Procuring new suppliers in accordance with WHMAT Financial Handbook
- Ensuring deliveries to main reception are accounted for and distributed accordingly and the parking provision is monitored.
- Responsibility the post system including franking machine.
- Coordinate Statistical returns and ensure they are completed accurately and on time with the Data Manager.
- To manage and allocate the typing of Agenda/Minutes for meetings as required.
- To be responsible for the opening of incoming post (along with Head teacher's PA)
- To monitor the school's electronic e-mail system (along with Head teacher's PA)
- Contingency for Cover Manager
- Responsibility for ensuring parents evenings are set up correctly.
- To deputise for Headteachers PA role in her absence
- To co-ordinate the Health and Safety Working Group Meetings, ensuring agendas are set, meetings facilitated, and minutes secured.
- Attendance at appropriate staff meetings and parents' evenings
- To oversee appropriate quality assurance procedures are in place and regularly monitored.
- To set an example of personal integrity and professionalism
- Any other duties as commensurate within the grade to ensure the smooth running of the school, as requested by your Line Manager and Headteacher.



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GENERAL	<ul style="list-style-type: none">• To adhere to the ethos of and contribute to the overall purpose of WHMAT, as set out in its strategic plan.• To adhere to WHMAT's values as set out in its strategic plan.• To undertake appropriate personal professional development including adhering to the principles of professional growth• To develop effective professional relationships with colleagues, staff and stakeholders, such as core team, heads of academy and senior leadership teams across WHMAT• To be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection reporting all concerns to an appropriate person.• To attend and participate in relevant meetings as required
SUPERVISION RECEIVED	<ul style="list-style-type: none">• Responsible directly to Line Manager – PA to Headteacher/ Administration Support Services Manager
LEVEL OF SUPERVISION	<ul style="list-style-type: none">• Left to work within established guidelines, subject to scrutiny by Line Manager
SUPERVISION GIVEN	To line manage the administration team, processes and workflow.



AF. = Application Form

I = Interview

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CRITERIA	ESSENTIAL	M.O.A
EDUCATION/ QUALIFICATIONS NB: Full regard must be paid to overseas qualifications	<ul style="list-style-type: none"> A*-C in GCSE English or equivalent A*-C in GCSE Maths or equivalent 	AF AF
	DESIRABLE	
	<ul style="list-style-type: none"> NVQ L3 Business Administration 	AF
ESSENTIAL		
EXPERIENCE (relevant work and experience)	<ul style="list-style-type: none"> Experience in a general administration environment. Experience of Microsoft Office package Experience of using database applications Experience in a school/academy. Experience in Arbor Experience of dealing with parents/carers and external agencies with confidentiality 	AF/I AF/I AF/I AF/I AF/I AF/I AF/I
	DESIRABLE	
	<ul style="list-style-type: none"> Experience of Leading/Managing people 	AF/I
ESSENTIAL		
SKILLS AND ABILITIES (e.g. written communication skills, dealing with the public)	<ul style="list-style-type: none"> Able to communicate effectively and accurately both verbally and in writing. Good organisational skills Able to communicate in a clear and concise manner both on the telephone and face to face. Ability to write clear, letters and reports. Ability to complete work to the required standards of accuracy and presentation. Ability to develop and maintain effective working relationships with a wide range of people. Ability to work on own initiative whilst contributing as a member of a team. Ability to work under pressure and to deadlines. Knowledge of standard office procedures Knowledge of standard office equipment Knowledge of Data Protection/GDPR 	AF/I AF/I AF/I AF/I AF AF AF AF AF AF AF AF
	DESIRABLE	
	<ul style="list-style-type: none"> Knowledge of Keeping Children Safe in Education 	AF
ESSENTIAL		
TRAINING	<ul style="list-style-type: none"> Willing to undertake job related training 	AF