



## **Job Description: Office Manager**

**Role Title:** Office Manager

**Reporting to:** School Business Manager

**Start date:** ASAP

**Contract:** Permanent

**Salary:** Negotiable

**Hours:** All year around, Monday-Friday, 8:00am-5:00pm

### **The Role**

The Office Manager is a management position within Ark Globe Academy's Business Support Team. It is a highly technologically forward-looking role, requiring a high level of independence as well as excellent teamwork. It is essential that the person for this role is super organised, admin savvy, excellent at multi-tasking, works flexibly, and has a 'can do' attitude.

You will liaise with a range of stakeholders including staff, students, parents, governors, and members of the local community. You will work collaboratively with other Ark Schools to improve efficiencies and effectiveness and share expertise where required.

The person must have an enthusiasm to strive for operational excellence through the development and coordination of activities. It is a fast-paced job where no two days are the same.

### **Key Responsibilities**

- Develop a strong understanding of all administrative processes to effectively line lead the administrators and develop ongoing efficiencies across the academy, including updating and maintaining relevant handbooks and guides, implementing timelines and reviewing deadlines, ensuring effective and consistent guidance and information is delivered.
- Manage and coordinate comprehensive administration support across daily attendance, admissions, communications, student data, digital devices, behaviour / exclusions, FSM, pupil premium, school meals, cashless payments, biometrics, immunisations, locker keys, post, student photos, front of house, reprographics, stock and supplies, lost property, SEN, events, and trips.
- Coordinate the administration cover and support across the academy, ensuring you have taken into consideration all pre-planned events and absences.
- Establish a business-like office environment, ensuring excellent, consistent administration support and customer service is provided, 'Our Promise' is met, good relationships with staff, students and parents are promoted, and you are consistently role modelling professional behaviour to lead by example.
- Efficiently manage filing and databases, ensuring full compliance with GDPR and in line with our Data Retention Policy, supporting with student database maintenance, analysis and reporting utilising our management information system (MIS) i.e. Bromcom, and other platforms.
- Undertake and implement recruitment, induction, appraisal, training, coaching and mentoring of administrative staff, and rigorous performance management which ensures top quality performance from the administrative team including apprenticeship opportunities.
- Monitor and approve communications, ensuring consistency with our house style and brand guidelines.
- Coordinate and manage a series of virtual and on-site events for Primary, Secondary and Sixth Form including open days, community fairs, careers events etc.
- Be the lead first aider and fire warden, ensuring due diligence to Health & Safety, legislation and welfare for all staff, students, and visitors.
- Seek to find suitable solutions to issues/problems raised by staff, parents/carers, and students.



## **Other**

- Work collaboratively as a member of the Business Support Team.
- Carry out other reasonable tasks as directed by the Vice Principal – Business & Community, and the School Business Manager.
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy, whilst maintaining confidentiality at all times.
- Share best practice with the wider team and approach all tasks with a growth mindset.
- Ensure the working environment is to a professional standard e.g. clear desk policy.
- Take responsibility for the selection and management of resources, including management of a budget and regular audit of resources.
- Contribute towards the wider academy objectives and improvements.
- Undertake various ad hoc duties, including exam invigilation, playground duties, first aid, cashless till operation.
- Cater and set up for meetings and events, if required.
- Act as a brand ambassador within and outside the Academy.
- Be willing to undertake appropriate training in line with contractual duties.
- Be flexible in regard to working hours.
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings.
- This job description is subject to change with the agreement of the post holder.



## Person Specification: Office Manager

### Qualifications

- NVQL3 or equivalent
- Relevant qualifications in office administration and IT applications desirable
- Right to work in the UK

### Knowledge, Skills and Experience

- Experience in senior administration or office management within the education sector is desirable.
- Experience of managing a wide range of projects, at different stages of progression alongside business-as-usual tasks.
- Excellent organisation and time-management skills with an ability to multi-task and prioritising accordingly to meet all deadlines.
- Able to accurately proof-read documentation for grammatical errors and have an eye for detail.
- Forward thinking.
- Team leadership and collaboration.
- High level of proficiency and competency with Microsoft Office & IT programmes.
- Experience in using various software and programmes.
- Understanding of event and project management is desirable.
- Able to build relationships with a range of stakeholders and anticipate others' needs.

### Personal Characteristics

- Genuine passion for and a belief in the mission and the Academy Culture Pyramid.
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background and belief in the potential of every pupil.
- Operates with a spirit of flexibility and optimism for opportunity.
- Solution focused with a can-do attitude.
- Analytical and conceptual thinker.
- Personable, helpful, approachable, positive and the ability to stay calm and diplomatic under pressure.
- Professional etiquette through all means of communication.
- Excellent interpersonal skills with children and adults.
- Able to take direction but also be able to take initiative when required.
- Exercises sound judgment, especially relating to confidentiality and discretion.
- Have a creative, curious, 'can-do' approach and a growth mindset.
- Have exacting standards and a keen eye for detail.
- Keen to learn and further develop own skills and knowledge.

### Other

- Commitment to equality of opportunity and the safeguarding and welfare of all students.
- Willingness to undertake training or courses.
- This post is subject to an enhanced Disclosure and Disqualification by Association.

*Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.*