

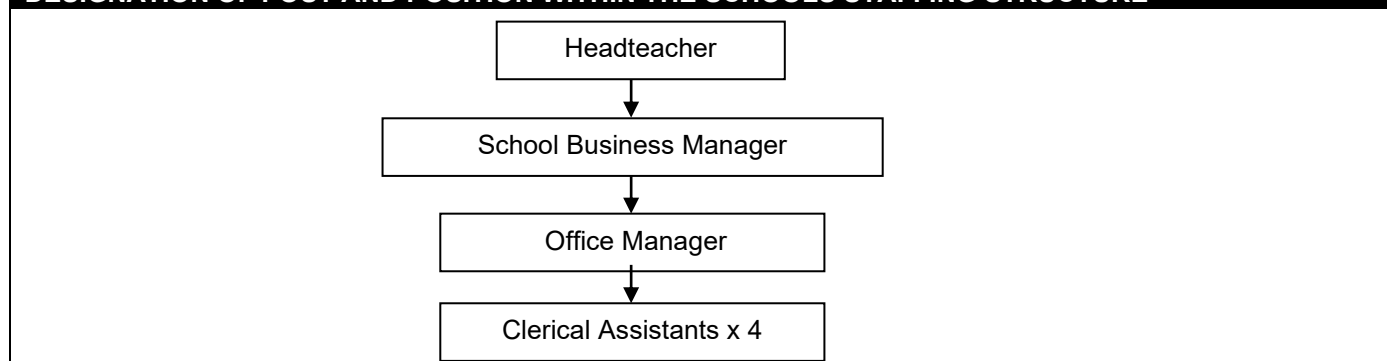
## JOB DESCRIPTION

<b>School:</b> Brookfields School	<b>Location:</b> Tilehurst, West Berkshire
<b>Job Title:</b> Office Manager	<b>Grade / Salary Range:</b> Band G

### JOB PURPOSE

To provide efficient, effective and confidential administrative services to the Headteacher, leadership team and teaching staff. To manage the Office, supervising staff and ensuring the provision of effective and efficient administration services for the school.

### DESIGNATION OF POST AND POSITION WITHIN THE SCHOOLS STAFFING STRUCTURE



### MAIN DUTIES AND RESPONSIBILITIES

**To promote equality as an integral part of the role and to treat everyone with fairness and dignity.**

**To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role.**

**To promote the welfare of children and to support the school in safeguarding children through relevant policies and procedures.**

#### PA to Headteacher

- Provide daily administration, secretarial and diary management support to the Head
- Prepare documents for Head meetings and ownership of minute taking and agenda for SLT meetings and other meetings as requested by the Head
- SLT administration as required
- Manage hospitality for Head's visitors, meetings and event/functions throughout the year.

#### Office Management

- Responsible for the day to day management of the school office, ensuring the smooth running of the office, organising day-to-day activities
- Manage a team providing administrative, reception and secretarial support for the whole school (Annual Review Administrator, Outreach Administrator, Receptionists). Promoting a business-like office environment and promoting good relationships with staff, parents/carers, visitors and professionals ensuring the smooth and effective running of the school office

- ❑ Organise the office workload, including forward planning, work allocation and monitoring, providing guidance and advice, training, development and induction of staff as part of delivering flexible, efficient and cost-effective support services
- ❑ Maintain overall responsibility for managing the reception and telephone switchboard service, receiving visitors, Inventory, dealing with incoming calls, taking messages, post distribution and collection and dealing with a wide range of queries from students, staff, parents / carers and professionals
- ❑ To ensure the provision of a pleasant and efficient reception as first point of contact for parents / carers and all visiting professionals to the school, presenting a positive image of the school (including asking people to sign in, checking IDs and DBS documents, updating and maintaining the Single Central Record and issuing the correct visitor lanyards)
- ❑ To deal with queries and provide information and advice about the school in person, by telephone and by e-mail, answering courteously and with sensitivity and confidence, using initiative as required and forwarding detailed messages as appropriate
- ❑ Oversee school transport is recorded and updated in the school's management information system (SIMs/Arbor), transport lists produced and all concerns, incidents, complaints and queries are dealt with
- ❑ To ensure efficient and timely communication of school events and activities and to ensure that the team members' workloads are efficiently managed and prioritised to meet relevant deadlines and to report to the School Business Manager when there are difficulties in maintaining this level of service.
- ❑ Line management responsibilities for the office staff, including annual performance reviews
- ❑ Support short, medium and long-term strategic planning and direction through the provision and development of all administrative services in the school
- ❑ Maintain a detailed knowledge of manual and IT based administrative systems and procedures used in the school. Identify and pursue opportunities to improve the efficiency of internal procedures, working and staffing arrangements and take maximum advantage of the potential offered by SIMS and other MIS systems
- ❑ Ensure records and systems are kept up-to-date and measures are used to safeguard personal information relating to students in accordance with statutory GDPR and other requirements

### Office

- ❑ Responsibility for entering and returning statutory results to Local Authority, DfE and to the Trust
- ❑ Responsibility for completing and returning pupil census information to Local Authority, DfE and to the Trust
- ❑ Responsibility for the End of Year procedures / promotion of school on SIMS/Arbor
- ❑ Create and update all new class lists, academic year lists, pigeonholes, registers
- ❑ Manage Office budget and authorise purchase requests
- ❑ Manage School Comms (email / text system between school and parents/carers)
- ❑ Manage School Grid accounts and enquiries for parents/carers (school lunches)
- ❑ Responsibility for ensuring all office emails are dealt with in a timely manner
- ❑ Cover for absent office staff when possible
- ❑ Undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities / grade of the post as defined

### Pupils

- ❑ Liaising with Headteacher, Local Authority, parents and other schools about the admittance of new pupils onto school roll
- ❑ Entering new pupils on SIMS/Arbor and in admissions book, preparing letters, emails and forms for completion for parent / carer, admittance and funding forms for Local Authority
- ❑ Obtaining SEN information, CTF and pupil file from previous school and entering on SIMS/Arbor, sorting file on arrival
- ❑ Managing leavers in SIMS/Arbor, preparing CTF and forwarding Safeguarding/My Concern pupil files if necessary.
- ❑ Submitting data into Attendance on SIMS/Arbor, produce Attendance reports for Headteacher, Educational Welfare Officer and Safeguarding and Attendance Lead.
- ❑ Responsible for contacting parents to follow up absences
- ❑ Free School Meals (FSM) –manage list of eligibility, enter on SIMS/Arbor, update any changes and inform necessary people. Send out FSM voucher codes.
- ❑ Managing Pupil Lunch Menus, Dolce and School Grid enquiries and liaising with the School Kitchen Staff
- ❑ Responsible for submitting funding forms for agreement to Senior Leadership Team and Local Authority
- ❑ Manage day to day requests from Teachers for their pupils – phone calls, emails, photocopying and filing
- ❑ Responsibility for the end of year process and setting the new Academic Year, Term Dates, School Calendar,

#### Outlook Calendar

- Organise EOY Leavers Ceremony, Transition Day for new pupils and liaise with PE staff regarding organisation of Sports Days
- Organise distribution of forms/letters for termly Progress Evenings, co-ordinating appointments
- Manage pupil immunisation days throughout the year, liaise with the Immunisation Team, send out parent consent links via SchoolComms, produce reports and lists
- Manage Orthoptist, Dietician, Paediatrician appointments held at the school.

#### Annual Reviews

- Send SchoolComms Annual Review text reminders
- Submit all final Annual Review paperwork to parents and relevant Local Authority when authorised by the Headteacher
- Authorise any rescheduling of Annual Reviews
- Contact Local Authority when any increases in NWPU funding are requested

#### Other

- Oversee incoming and outgoing mail
- Act as Exams Officer ensuring correct procedures are followed for external exams
- Book CPD requested via BlueSky for staff when the Headteacher has authorised, email staff to confirm course bookings and advise HR
- Manage consultations received from LAs, forward documents for response to be prepared
- Manage calls received about admission procedures from parents and visits to the school
- Produce and distribute the termly and half-termly whole school newsletter for parents/carers
- Produce yearly diary / class lists
- Create templates and forms on shared drive for staff use and on the website for parents/carers
- Organise pupil Photographer – arrange visit / assist during day / distribute photos / update SIMS
- Organise school hairdresser service, advise parents / carers and collect names and monies
- Arrange staff collections and other events as requested

#### General

- Attendance at staff meetings and INSET activities where relevant.
- To undertake any training considered relevant to the post.
- To uphold and actively support the school's policies and procedures.
- Due to the nature of the work the postholder may need to carry out work outside of normal working hours.
- Undertake any other duties which might be reasonably regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated in the job description in specific terms.

#### **SCOPE OF JOB (Budgetary / Resource control, Impact)**

- Supervision of Office staff
- Signatory for Office Budget

## PERSON SPECIFICATION

<b>Job Title:</b> Office Manager	<b>School:</b> Brookfields School
<b>Reports to (job title):</b> School Business Manager	<b>Location:</b> Tilehurst, West Berkshire

\* E = Essential Criterion (required at point of recruitment)    D = Desirable Criterion (can be developed over time)

KEY CRITERIA	* E / D?	CONTEXT (How the criterion will be used in the job)
<p><b><u>Qualifications &amp; Experience</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Relevant qualifications to include A Levels plus GCSEs grades A* to C</li> <li><input type="checkbox"/> Experience of answering a high volume of calls in a professional and polite manner</li> <li><input type="checkbox"/> Ability to take minutes directly onto a laptop in meetings</li> <li><input type="checkbox"/> Good skills in literacy and numeracy</li> <li><input type="checkbox"/> Good knowledge of ICT and in particular use of word</li> <li><input type="checkbox"/> Familiarity with Excel and school-based ICT systems</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> The literacy and numeracy skills are essential to be able to produce accurate minutes, written documents and data as required</li> <li><input type="checkbox"/> Typing of correspondence</li> <li><input type="checkbox"/> Use of Word, Excel, PowerPoint, Outlook</li> <li><input type="checkbox"/> Creating graphs, reports</li> <li><input type="checkbox"/> Typing up of letters, minutes, reports</li> </ul>
<p><b><u>Knowledge</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Understanding of GDPR, relevant school and local authority policies and procedures</li> <li><input type="checkbox"/> Has a minimum of 2 years relevant experience, including 1 year in a school environment</li> </ul>	<p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Adding pupils to SIMS, running yearly, monthly and weekly reports for LA, Government and staff as needed</li> </ul>
<p><b><u>Skills and Abilities</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Good organisational ability</li> <li><input type="checkbox"/> Able to communicate effectively with children, parents, staff and other “main contacts” specified in job description</li> <li><input type="checkbox"/> Ability to communicate effectively with a wide range of people verbally and in writing</li> <li><input type="checkbox"/> Ability to use initiative as required</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Management of office staff ensuring work is distributed and completed in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to multi-task and prioritise</li> <li><input type="checkbox"/> An ability to fulfill all spoken aspects of the role with confidence in English</li> </ul>	<p>E</p> <p>E</p>	
<p><b><u>Work-related Personal Qualities</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> An empathy with pupils who have special needs</li> <li><input type="checkbox"/> Professionally discreet and able to respect confidentiality</li> <li><input type="checkbox"/> Flexible approach to tasks</li> <li><input type="checkbox"/> Willing to work as part of a team</li> <li><input type="checkbox"/> Friendly and approachable personality</li> <li><input type="checkbox"/> Patient and resilient</li> <li><input type="checkbox"/> Ability to work well under pressure</li> <li><input type="checkbox"/> Personal resilience and resources to deal with pressure</li> <li><input type="checkbox"/> Experience of working in a school office environment</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assisting other staff in the school office team</li>   <li><input type="checkbox"/> Job involves frequent movement over a large school site</li> </ul>
<p><b><u>Other Work-related Requirements</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Suitability to work with Children</li> <li><input type="checkbox"/> This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfil all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Consideration to pupils needs / requests</li> </ul>