

Academies Enterprise Trust

Job Description

Job Title: Office Services Manager

Location: The Rawlett School

Hours of work: 37 hours per week, term time plus two weeks

Reports to: Administration Manager

Purpose of the Role:

1. To manage relevant student and staff related admin which ensures the efficient and effective service in the school.
2. To manage the smooth and efficient service of Admin Assistant (First Aid), Admin Assistant (Attendance), Admin Assistant (Parent Pay/transport), Receptionist/Reprographics Assistant (line manage 3 staff)
1. To provide a confidential and high quality range of professional administration services to the Senior Leadership Team
2. To promote and adhere to the Trust's values to be unusually brave, discover what's possible, push the limits and be big hearted.

Responsibilities:

Support for Students, Parents and other Staff

- Friendly, professional welcome on Reception, including safeguarding duties and receiving and distributing post
- Develop use of Progresso and other ICT programmes under direction of the appropriate member of the Senior Leadership Team
- Organise the Office Admin team to provide administrative support for:
 - Updated staff information including medical
 - post, signing for deliveries, scanning delivery notes to Finance Hub
 - ensuring that any items sent home are prepared for post/text and are GDPR compliant
 - internal post including pigeonholes
 - School Direct/ITT/Assessment
 - Reprographics including envelope labels and laminating
 - Staff Well Being including Health Insurance, Training, CPD Records, vaccines
 - Cash collection, parent pay

- Minibus booking
 - Timetable and class groups
 - Minuting meetings
 - staff induction handbook, supply teacher handbook, staff planners and any other school documents, notifying LT of out of date information in for example publicity materials or the website.
 - Compiling and distributing the rota for am, pm, break and lunch duties in conjunction with the LT and bus duty rota.
- Work with relevant SLT to manage school events. This may not mean attendance at the event itself but may include after school organisation. The management of events includes:
 - Organising adequate Admin staffing
 - Catering
 - Communication with stakeholders, the facilities team and the Leisure Centre staff.
 - Student enrollment
 - Organisation of calendared events for example (but not exclusively) Parents', Induction, Careers, Open and other Evening Arrangements including submission and compilation of parental and visitor surveys

Support for Senior Leadership Team Duties:

- Manage and co-ordinate LT diaries and appointments including incoming communications eg telephone, email, post
- Support LT management of administrative duties such as the preparation of documents and questionnaires, including their analysis, formatting as necessary for stakeholders.
- Organise and file paperwork and create databases for projects as required.
- Receive visitors on behalf of LT and provide refreshments.
- Preparation and distribution of agendas, minutes and paperwork for SL and Pastoral Team meetings.
- Support LT with regard to interventions and record and analyse data for stakeholders.
- Support the VP (Teaching and Learning) in relation to monitoring Teaching and Learning including lesson observations, work scrutiny and pupil drop-ins.
- Support the LT member with responsibility for CPD including tracking CPD requests, approval, feedback, transport and producing reports based on data.
- Support the organisation of the options process including all paperwork and records of appointments.
- Prepare and set up a database of options choices in a CSV file for LT curriculum lead.
- Provide Administrative support to LT with Careers Responsibility including:
 - Work experience
 - START profile
 - Alumni records
 - Community and Visitor database

Line Management

- Line management of Administrative Assistants within the Office Admin team.
- Hold regular team meetings with Office Admin team
- Undertake recruitment, induction, appraisal, training and mentoring of other staff
- Supervise, develop and train staff as appropriate

Support Effective Financial Management of Academy Resources

- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Undertake complex financial administration procedures
- Assist with the planning, monitoring and evaluation of the Admin budget
- Contribute to the planning, prioritisation and budget allocation within the financial budget for the school
- Ordering staff and visitor refreshments and managing hospitality for school events.

Student Records

- Organise the Office Admin team to send Letters and communication eg texts, email, parental contacts
- Management of FSM information including all Census records.
- Ensure the Office Admin team maintain up to date student records, including medical, and that they are GDPR compliant.
- Update Looked after children records including Census records

Pastoral Support

- Run half termly whole school Attendance and Behaviour Reports
- Organise Attendance, Behaviour and Rewards letters and Certificates
- Provide additional support for students-uniform, buses, coaches, taxis, photos, money, lunchtimes, Christmas dinner, revision materials
- Provide administrative support for Celebration events (inc trophies, awards)
- Support organisation of the Prom (inc Hoodies, photos, gifts, decoration)
- Organise and provide support for students with medical needs
- Record and organise LT detentions for LT, including contacting parents when there are issues with IT systems.
- Co-ordinate and administration of all aspects of Show My Homework including producing reports with the LT.

Support Organisational Management

- Contribute to the Academy Improvement Plan
- Manage manual and computerised record/information systems
- Undertake typing and word-processing and complex IT based tasks
- Work in partnership with the AET Business Intelligence Team and other AET Administrative Managers and teams.
- Deputise for the Admin Manager in their absence.
- Complete and submit complex forms, returns etc. including those to outside agencies.
- Manage manual and computerised record/information systems and operate complex ICT packages.
- Assist in the management of the administration and support to external inspections, audits and reports.
- Lead whole school administration of pupil and staff registers including visitors during Evacuation and Invacuation procedures.

Ethos and Values

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with, reporting concerns to the appropriate person eg DSL.
- Be aware of and comply with all AET and RWS policies, procedures and expectations of staff.
- Be aware of and promote to ensure equal opportunities for all.
- Promote and be a role model of the ethos, values and aims of The Rawlett School

- Appreciate and support the role of other professionals
- Attend, participate and lead relevant meetings as required.
- Lead and/or participate in training and other learning activities and performance development as required.
- Actively support the creation of an orderly, well-disciplined student environment according to the Rawlett School Behaviour for Learning Policy and Procedures.
- Promote and celebrate The Rawlett School's ethos, values and successes in the wider community.

Employee value proposition:

We passionately believe that every child can discover their own remarkable life. It's what motivates us around here. We know this vision requires something extra. Which is why at AET, you'll find more. More opportunities, so you can forge your own path. More care and support, so you can prioritise what matters most. More purpose, for you and for the children we're inspiring. Come inspire their remarkable with us.

Our values:

The post holder will be expected to operate in line with our values which are:

- Be unusually brave
- Discover what's possible
- Push the limits
- Be big hearted

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the academy at the reasonable discretion of the Principal/Group/Chief Executive
5. There may be occasions when it will be necessary to cover other Administrative roles within the academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all academy related matters.

Safeguarding

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

Person Specification

Job Title: Office Services Manager

General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none"> ● GCSE Maths and English (grade A-C) or equivalent ● A levels of equivalent ● ICT/Microsoft qualifications 	<ul style="list-style-type: none"> ● Progresso qualifications
Knowledge/Experience	Specific knowledge/ experience required for the role	<ul style="list-style-type: none"> ● Competent with using Microsoft packages ● Knowledge of Admin requirements in an educational setting 	<ul style="list-style-type: none"> ● Use of Google Drive
Skills	Line management responsibilities (No.)	<ul style="list-style-type: none"> ● Experience of line management ● Experience of performance management 	<ul style="list-style-type: none"> ●
	Forward and strategic planning	<ul style="list-style-type: none"> ● Ability to prioritise tasks, manage own time and meet deadlines ● Excellent organisational skills ● Ability to plan and manage events. 	<ul style="list-style-type: none"> ● Experience of timetabling or whole school monitoring systems
	Budget (size and responsibilities)	<ul style="list-style-type: none"> ● Experience of managing a budget 	<ul style="list-style-type: none"> ●
	Abilities	<ul style="list-style-type: none"> ● Friendly, welcoming and good with people ● Keen eye for detail ● Accurate data input skills ● Typing and keyboard skills ● Experience of maintaining manual and computerised files. ● Able to work flexibly ● Able to work independently and as part of a team ● Good problem solving skills 	<ul style="list-style-type: none"> ● Willingness to get involved in the wider life of the school e.g to undertake break or lunch duties, attend social events, support school occasions.

Personal Characteristics	Behaviours	<ul style="list-style-type: none"> ● Love for children and aspiring to promote a positive approach when working with all members of our community. ● Calmness in responding to emergencies and the unexpected ● Honesty, integrity and willingness to learn from mistakes ● Excellent communication skills both written and verbal. ● Commitment to personal and professional development 	●
	Values	<ul style="list-style-type: none"> ● Ability to demonstrate, understand and apply our values <ul style="list-style-type: none"> ○ Be unusually brave ○ Discover what's possible ○ Push the limits ○ Be big hearted 	
Special Requirements		<ul style="list-style-type: none"> ● Successful candidate will be subject to an enhanced Disclosure and Barring Service Check ● Right to work in the UK ● Evidence of a commitment to promoting the welfare and safeguarding of children and young people 	●