



ROYAL ALEXANDRA AND ALBERT SCHOOL

JOB DESCRIPTION

Post Title: Office Manager

Responsible to: Executive Assistant to the Headmaster

Responsible for: Receptionists & Attendance Officer

JOB PURPOSE:

The school office manager is responsible for the public face of the school, interface with the school community and visitors, provision of information and services in dealing with and resolving enquiries and complaints.

Hours: Monday to Friday 8.00am – 5.00pm (with ½ hour for lunch)
Saturday 8.00am – 12 noon

The post involves working Saturday mornings due to Saturday Schooling.

Weeks per year: 40 weeks per year
(term time plus 5 weeks during school holidays with reduced hours 9.00am–3.00pm)

First May Bank Holiday is a normal working day.

Salary: Actual Salary £22,667 (pro rata - FTE £21,152)

MAIN TASKS:

Office Management

- To ensure that staff create a professional, positive and welcoming reception for all visitors internal and external, and parents.
- To line manage, supervise, train and develop the school office staff ensuring the smooth and effective running of the school office and to support workload as required.
- To ensure the office and reception areas are kept tidy, organised and in good order at all times and ensuring all visitor checks and health and safety processes are in place
- To be the main point of contact for parents, providing them with information regarding school systems and events as needed
- To oversee the daily administration of the school office including ensuring the receptionist is fully supported to avoid delays in the reception area
- To oversee the work of the Attendance Officer, providing assistance when necessary
- Ensure the reception and school office is appropriately staffed during both term time and holidays, including providing cover for sickness/absence and holidays
- To be responsible for Health and Safety issues including:
 - ensuring visitors and correctly followed procedures for signing in and accompanied,

- fire drill and evaluation processes are followed and office staff are fully aware of their roles
- ensuring injury report forms are completed and forwarded to the foundation office as necessary

Administration

- To manage manual and computerised school records/information systems (SIMS) ensuring retention schedule, data protection law and confidentiality are adhered to at all times- including but not limited to:
 - responsibility for the update of information ensuring all relevant members of staff are aware of any changes
 - maintaining the separated families lists, ensuring all correspondence is sent to all parties as requested
 - obtaining and sending pupil CTF and paper files
 - creating and distributing termly Emergency Evacuation Places for school and boarding houses
- To provide personal, administrative and organisational support for the Headmaster and other school leaders as directed by the EA to the Headmaster
- To manage the Minibus application process liaising with finance, admissions and the transport manager
- To provide support and information for school staff as necessary, including the sending of letters and information to parents as requested, updating and distributing school internal telephone directory and maintaining staff pigeonholes.
- To oversee all post to and from the school ensuring that incoming post is accounted for and distributed and accurate records are kept of signed parcels and outgoing post is correctly franked and sent
- Order, monitor and manage admin staff stationary stock and whole school staff Academic Diaries and Educational planners, ensuring best value following the school's purchasing processes
- Oversee and operate relevant equipment and IT packages including franking machine, signing in machine, answerphone and electronic noticeboard and ensuring they are updated with relevant information

Other Requirements

- To support the organisation and management of hospitality for school visitors and school events (such as parent consultation meetings and other events)
- To provide support to other departments as capacity allows
- To attend, organise and participate in meetings and training as required
- To contribute to the overall ethos/work/aims of the school

The duties above are neither exclusive nor exhaustive and the post holder may be required to carry out appropriate duties within the context of the job, skills and grade

The Royal Alexandra and Albert School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including an Enhanced DBS check.

Person Specification

Qualifications

- Educated to A Level or equivalent including GCSE English and Maths (Grade A*-C)

Experience/Knowledge

- Excellent communication skills both written and verbal with a keen attention to detail
- Excellent IT skills (Word, Excel, Mail Merge, Outlook, Publisher)
- Experience working in an office environment at a senior level (experience in a school office desirable)
- Database experience essential, use of SIMs an advantage
- Experience organising, leading and motivating other staff

Personal

- Ability and willingness to take decisions and deal with complex/challenging problems
- Ability to manage time effectively both for self and others
- Ability to work accurately under pressure, and to be able to cope with and adapt to change and the many interruptions in a busy office environment.
- Ability to be assertive when necessary, to achieve appropriate priorities and outcomes.
- To work as part of a team, overseeing the work of others and liaising with colleagues across the school.
- To be able to communicate and correspond clearly and effectively with staff, students, parents and outside agencies on a professional basis.