



<b>Post title</b>	<b>Office Manager</b>
<b>Reporting to</b>	Business Manager
<b>Working Time</b>	5 days per week, term time plus INSETS
<b>Salary/Grade</b>	G7 (FTE £24,313 - £26,999) (actual salary £21,076-£23,715)

## PURPOSE OF THE POST

- To manage the operation and delivery of administrative support services within the school.
- To lead and develop the whole administration team which provides support for all staff within the school and delivering the highest level of customer service to the wider school.
- To be responsible for the school administrative systems and the management of office staff.
- Be responsible for the management, planning, development and monitoring of all office administrative support services.
- Be responsible for the management of staff, including the delegation of relevant activities.
- Be responsible for promoting and safeguarding the welfare of children and young people within the school.
- To lead the office team in providing administrative support for school events including parents' evenings, open evenings and presentation evenings.
- To liaise with the Attendance Team, providing a link between general administration duties and attendance administration.
- To provide day to day management of and support to the School Administration Team, undertaking a performance management role for this team and monitor general administrative functions and procedures and be accountable for quality and accuracy, supporting the team in completing their duties at times.
- To be responsible for the Ofsted whole school SCR including the collation and updating of information.
- To oversee the provision of day to day first aid within the academy.
- To oversee whole school parental communications.
- To support the Business Manager with administrative tasks/projects as required.

<b>Responsible to</b>	The Academy Business Manager.
<b>Liaising with</b>	The academy leadership team, staff, students, parents/carers, visitors, outside agencies, Trustees and Governors
<b>Working conditions</b>	Office-based post working term time plus INSETs. The post holder may be subject to some exposure to disagreeable or unpleasant people related behaviour.
<b>Characteristics of the post</b>	All employees of a school have a responsibility for promoting and safeguarding the welfare of children and young people.  The following employment checks are required: <ul style="list-style-type: none"> <li>• Evidence of entitlement to work in the U.K.</li> <li>• Evidence of essential qualifications</li> <li>• Two satisfactory references</li> </ul>

	<ul style="list-style-type: none"> <li>• Confirmation of medical fitness for employment</li> <li>• Registration with appropriate bodies (where applicable)</li> <li>• Evidence of a satisfactory safeguarding check e.g. DBS check at the relevant level.</li> </ul>
MAIN (CORE) DUTIES AND RESPONSIBILITIES	
Organisation/ Office Management	<ul style="list-style-type: none"> <li>• To supervise the day-to-day work of the administrative function of the academy office.</li> <li>• To develop an office team that delivers and meets the needs of the academy.</li> <li>• To contribute towards the planning, development and organisation of the support service systems and procedures.</li> <li>• To liaise with the Trust team as appropriate and communicate effectively to ensure professional and seamless collaboration.</li> <li>• To supervise, train and develop administrative staff as appropriate.</li> <li>• To organise support for academy events etc.</li> <li>• To ensure all staff create a professional and welcoming reception for all parents/carers and visitors. Ensure all visitor checks in accordance with safeguarding procedures and health and safety processes are in place to monitor entry in and out of the academy site, including for volunteers.</li> <li>• To line manage and organise administrative and reprographics staff ensuring the smooth and effective running of the academy office and all administrative and communicative systems, liaising with other line managers to ensure the allocation of resources and duties promotes the smooth running of the back office support.</li> <li>• To oversee all academy records and relevant IT systems to ensure a smooth running of all academy administration.</li> <li>• To ensure the academy office and reception areas are kept tidy, organised and in good order at all times, presenting a positive image to visitors.</li> <li>• To ensure the General Office staff and Reception area are organised and effectively managed/covered.</li> <li>• To ensure all members of the office staff are present at all times and demonstrate a positive image of the academy to all staff and visitors, both internally and externally.</li> <li>• To establish standard administrative systems, processes and working practices across the academy.</li> <li>• To be responsible for the maintenance of clear and effective filing records and other systems to keep them updated in accordance with legal requirements.</li> <li>• To provide hospitality as required.</li> <li>• To promote the delivery of a standardised set of high quality secretarial, administrative, customer service and time management skills across the office team.</li> <li>• Ensure the recording, and posting of all outgoing mail and the distribution of incoming mail.</li> <li>• To manage queries, and provide information and advice about the academy and its activities, by phone, email or written communications. Taking responsibility for more complex reception / visitor matters.</li> <li>• To act as a point of escalation for any concerns raised by staff, students, parents / carers or visitors for non-teaching matters.</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• To undertake word processing, IT based tasks in relation to academy correspondence.</li> <li>• To provide personal, organisational and administrative support to staff and the wider academy.</li> </ul>

	<ul style="list-style-type: none"> <li>• To manage the administration of school admissions and ensure regular liaison with relevant academy staff, maintaining regular correspondence with relevant staff, external authorities and the school's admissions policy.</li> <li>• To manage the office team's maintenance of records relating to absence/lateness and highlight any concerns to the Attendance Team or Academy Business Manager.</li> <li>• To manage the holiday cards for all year round staff, in accordance with academy policies and undertake the administration in relation to unpaid leave requests.</li> <li>• To ensure any cash taken in the office is stored securely and appropriate financial records are kept.</li> <li>• To ensure the smooth running of the office, organise day to day activities and jobs and contribute to the planning and development of administrative support for the academy.</li> <li>• To answer telephone calls and emails courteously, with sensitivity and confidence, using own initiative as required and forwarding detailed messages as appropriate. Overseeing the response to emails received to the academy email address taking further action where required, ensuring a full response is given. In all areas of communication, ensuring full and adequate responses are by the administration team and the wider academy.</li> <li>• To maintain office supplies and first aid equipment, re-ordering as necessary.</li> <li>• To provide first aid support to students and staff as necessary and in a sympathetic and efficient manner, ensuring the correct records are kept and logged and the accident book is completed for more serious injuries.</li> <li>• To be responsible for distribution of staff bulletins, academy newsletters and any other academy publications via email, post or parental messaging system.</li> <li>• To draft and type correspondence, create mail merges, manage whole school mailings, produce reports and complete official returns when required.</li> <li>• To carry out projects and tasks as directed by the Business Manager.</li> <li>• To ensure all administration processes and systems for admissions and school leavers are successfully completed, records maintained and records kept / destroyed at relevant times in line with academy and safeguarding policies.</li> <li>• Ensure up to date records are kept for students and attend any out of hours academy activities, ensuring permissions are in place, tracking and acting upon non-attendance to promote safeguarding of students.</li> <li>• To support the admissions process for potential parents to view the academy and for students attending taster and transition days.</li> <li>• Ensure the efficient provision of routine correspondence with regard to post and emails, prioritising as necessary.</li> <li>• Maintain the confidentiality of all the academy records in line with GDPR and the Freedom of Information Act and supporting staff in other areas of the academy in this.</li> </ul>
<b>Resources</b>	<ul style="list-style-type: none"> <li>• To be responsible for ordering resources, ensuring best value and cost.</li> <li>• To operate relevant equipment, IT packages, Trust wide systems e.g. SIMS</li> <li>• To provide advice and guidance to staff on administrative issues.</li> <li>• To manage financial administration procedures in line with current Trust Financial Regulations and maintain appropriate records to satisfy internal audit.</li> <li>• To assist with marketing and promotion of the academy as and when required.</li> <li>• To assist with the organisation of premises repairs under the direction of the Business Manager.</li> </ul>

	<ul style="list-style-type: none"> <li>To provide induction information for all volunteers and ensure the relevant DBS checks have been carried out and appropriate records are maintained.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>To contribute to the overall ethos/work/aims of the academy.</li> <li>To be committed to the safeguarding and promotion of the welfare of children and young people.</li> <li>To comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person.</li> <li>To develop constructive relationships and communicate with all staff and other agencies/professionals.</li> <li>To participate in training and other learning activities and performance development as required.</li> <li>To recognise own strengths and areas of expertise and use these to advise and support others across the academy.</li> <li>To attend and participate in regular meetings with the Business Manager to provide updates, discuss developments of the administration function and share any issues or concerns, working proactively and collaboratively to achieve solutions.</li> <li>To ensure the SCR is maintained and is checked regularly for up to date information in relation staff, volunteers and contractors.</li> <li>To support the finance team to collect and record payments.</li> <li>To manage the school's ordering system within the admin team, supporting other teams in the academy and liaising with the finance team and Business Manager where necessary.</li> <li>To liaise with the Finance team with regards to managing and reconciling petty cash and requisitions as appropriate.</li> <li>To liaise with the site team on any site works, orders or visitors.</li> <li>To report any premises or health and safety issues to the appropriate persons.</li> </ul>
<b>Additional duties</b>	<ul style="list-style-type: none"> <li>To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage and ensure staff and students to follow this example.</li> <li>To maintain confidentiality at all times.</li> <li>To be aware and comply with all school policies and procedures and report any concerns immediately.</li> <li>To carry out such tasks as are commensurate with the duties and responsibilities of the post.</li> <li>Promote and safeguard the welfare of academy students.</li> <li>Be responsible for Students on Duty and their allocation of duties.</li> </ul>
<b>Other specific duties</b>	<ul style="list-style-type: none"> <li>To continue personal development.</li> <li>Attend and participate in relevant meetings as required.</li> <li>To engage actively in the performance review process.</li> </ul>
<p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.</p>	

The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

The job description is current at the date shown, but, in consultation with you, may be changed by the Principal to reflect or anticipate changes in the job commensurate with the grade and job title.

<b>Date completed</b>	June 2019
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PERSON SPECIFICATION		
	Essential	Desirable
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>• Educated to a high level including A*-C in Maths and English or equivalent</li> <li>• Excellent written and spoken English</li> <li>• Excellent literacy/numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of Higher Level Education and or professional development</li> <li>• Health &amp; Safety training</li> <li>• First Aid trained</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A good working knowledge of IT office management systems e.g. Word/Excel</li> <li>• High quality interpersonal skills</li> <li>• Ability to interpret information to devise best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of and commitment to school policies including Safeguarding, Child Protection, Health &amp; Safety, Data Protection</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 3 years of working in an office environment</li> <li>• Experience in handling money</li> <li>• Supervisory or management experience with the ability to lead and line manage team effectively</li> <li>• Experience of managing an area or department within an office environment</li> <li>• Experience in managing calendars, diaries and events</li> <li>• Experience in setting and working towards targets and deadlines</li> <li>• Experience of managing change</li> </ul>	<ul style="list-style-type: none"> <li>• At least 3 years working in a school office environment</li> <li>• Experience of a managerial role within a school setting</li> <li>• Knowledge and experience of a school MIS and cashless management systems.</li> <li>• Experience of appraisal processes</li> <li>• Knowledge of educational systems and services</li> </ul>
<b>Competencies and other skills required</b>	<ul style="list-style-type: none"> <li>• Ability to set priorities to enable work to be done effectively under pressure and to meet deadlines</li> <li>• The ability to relate well to students and adults</li> <li>• To be responsible for promoting and safeguarding the welfare of children and young people within the school</li> <li>• Excellent communication skills, both verbal and written</li> <li>• A friendly, flexible and professional approach when multi-tasking under pressure</li> <li>• Ability to maintain confidentiality</li> <li>• Ability to tackle difficult conversations arising within teams</li> <li>• Willing to work as a member of the team and make a positive contribution to the team's effectiveness</li> <li>• Excellent listening and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to set focusing staff appraisal targets</li> <li>• Ability to set meeting agendas and run admin meetings</li> <li>• Evidence of providing high levels of support and challenge to a team demonstrating an effective leadership and management style that encourages participation and innovation</li> </ul>