



JOB DESCRIPTION

Post:	Office Manager
Pay Scale:	Scale SO2 (Point 26 - 28, £32,418 - £34,209)
Location:	Kingsford Community School
Working Hours:	36 hours per week
Working Pattern:	Full Time, Monday to Friday 8:00am to 4:12pm with an hour for lunch <i>(Some flexibility in working hours will be essential, including evenings and weekends)</i>
Responsible to:	Assistant Head - Recruitment, Administrative Organisation and Partnership with Parents
Responsible For:	Deputy Office Manager and Administration Team
Other Relationships:	All school staff, students, visitors, external agencies

The Role

As Office Manager, you will play a key role in ensuring the administrative functions of the school run efficiently and effectively. You will supervise the Deputy Office Manager and administrative office whilst implementing and maintaining efficient systems and processes. This role requires excellent interpersonal skills, an ability to work under pressure with excellent organisational, planning and multi-tasking skills.

Leadership Team Administration Support

- To be responsible for the Personnel/Recruitment, Directors of Learning's typing, filing, diary and any urgent work required, maintaining strict confidentiality at all times. To check Directors of Learning's' e-mail for incoming messages and use judgement to re-direct them to the appropriate people/departments. To keep in-box clear of read messages. To use initiative to deal with matters directly if necessary. To handle all confidential correspondence with discretion
- To be the first point of contact for communication with the Directors of Learning, dealing with messages and replying to enquiries including those from staff, parents/carers, governors, outside agencies and the Local Authority.
- To assist the Directors of Learning in organising his/her workload, prioritising where necessary to ensure that the Directors of Learning and Leadership Team respond to particular issues identifying timescales and recommended actions as agreed. To ensure that the Senior Directors of Learning's offices are well equipped with all necessary stationary and other items
- To minute LT Team and other meetings, as required. This could involve working outside normal hours on a regular basis although not necessarily the same time and day every week/month. To arrange and minute other meetings as required ensuring that matters arising are dealt with by the appropriate people within agreed timescales
- To be responsible for organising and assembling a wide range of meetings as directed by the Directors of Learning, ensuring agendas are set and preparing papers required in advance of the meetings. Taking and distributing minutes.
- After discussion, to draft, as appropriate, outgoing correspondence and school documents that are the direct responsibility of the Directors of Learning.



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- To liaise with parents, clerk and governors, trustees, staff, students, general visitors, unions, government departments (DfE and Ofsted), local authority and VIP visitors to the school.
- To receive parents and other visitors to the Head Teacher in the absence of the Head Teacher's PA, providing hospitality and refreshments, as required and to undertake the organisation of events, as directed by the Head Teacher.
- To set up, implement and maintain new systems as requested by the Headteacher.
- To undertake any other duties that might, reasonably, be delegated by the Directors of Learning.

General Administration Support

- To ensure effective and efficient communication between all the administrative team through systematic meetings and providing clear direction and support to office staff in their forward planning.
- To be responsible for the School Diary and make appointments as directed by designated staff. To keep a diary of all such appointments for the staff concerned. To ensure all necessary paperwork is completed in good time for such appointments.
- To attend and minute meetings of designated staff under the direction of designated staff, including morning Leadership Team meetings and School Development Team meetings as required by the Head Teacher's PA.
- To maintain an accurate filing system for all letters and documents relating to school business.
- To produce the necessary letters, forms, booklets and other publications required for the successful administration of the school curriculum and its pastoral support mechanisms.
- To ensure the team uses the school's computerised management information system to record student and staff information. To use this data to produce the required lists as directed by designated staff. To provide training to designated staff in the use of the computerised management information system.
- To provide information to parents, visitors and external agencies on school procedures and policies as directed by designated staff.
- To ensure the admin team collect of all monies as directed by designated staff and that they count all money collected and forward it to the appropriate staff for safe keeping. To issue receipts to students or parents and to keep records of all monies collected for designated staff.
- To ensure that all communication and administration related to staff recruitment
- To ensure that the Finance Administrator orders stationery and equipment as directed and maintains inventories for such equipment for designated staff.
- To undergo basic first aid training and to complete regular course updates.
- To provide back up for Business Manager regarding Cover.

Information Communications Technology Support

- To provide ICT support to designated staff including basic ICT INSET to increase their knowledge.
- To ensure a regular supply of printer paper, toners, etc., for designated staff.
- To liaise with ICT technical staff when problems occur that require more than basic maintenance.

Office Management/General

- To lead and manage the Administrative Team and operate as a member of this Team within the school in meeting all administrative needs including the completion and organisation of all holiday work as directed by the line manager.
- To prepare and issue updates, in conjunction with members of the Leadership team for the schools staff handbook, together with the Head Teacher's PA.



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- To ensure that the administrator responsible for Health and Safety support has an up-to-date inventory of the school's assets and that the Health and Safety file and associated documents are kept and maintained in a systematic way.
- To ensure that the Information and Communications Officer produces effective whole school communications and newsletters, and effectively markets the school and its achievements.
- To ensure that the Examinations Administrator makes arrangements for examinations that is in-line with the Leadership Team's requirements and expectations.
- To provide cover for absent colleagues when necessary as directed by the line manager.
- To undertake training and development relevant to the post.
- To be aware of and comply with Health & Safety, personnel and financial regulations pertaining to this post.
- To be aware of and comply with the school's equal opportunities policy.
- To undertake other temporary duties, consistent with the basic objectives and/or duties of the post.

Equal Opportunities and School Vision

- To ensure and display commitment to the implementation of the school vision and Ethos.
- To be committed to the schools policies on Equal Opportunities and Learning Support, and inclusion.
- To be committed to the continual raising of levels of achievement for all our students.
- To work with confidentiality and sensitivity, which are essential when dealing with parents of our multi-ethnic school.

Other

- Actively promote the safety and welfare of our children and young people.
- Ensure compliance with General Data Protection Regulation (GDPR).
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.
- Duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher.

Kingsford Community School is committed to safeguarding and promoting the welfare of children and young people in accordance with DFE Safeguarding Children and Safer Recruitment regulations. The school expects all staff and volunteers to share this commitment.

PERSON SPECIFICATION

September 2019

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation in the light of changing school needs. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's responsibilities and duties.



Personal Qualities

- Confidentiality.
- Good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations.
- The capacity to remain calm and to cope with the unexpected.
- Excellent time keeping.
- Committed and enthusiastic.
- Confident, positive and flexible attitude.

Skills & Abilities

- Knowledge and experience of the school management information system (SIMS).
- Effective written and verbal communication skills - ability to compose letters with fluency.
- Ability to work on own initiative and be decisive.
- Ability to work as a member of a collaborative team.
- Excellent organisational and planning skills.
- Ability to relate to all personnel within the school environment.
- Ability to approach all confidential matters with discretion, sensitivity and diplomacy.
- Knowledge and experience of whole school procedures, organisation and structure.
- Ability to translate ideas and strategy into operational plans, ensuring both delivery and high quality services.
- Ability to raise and maintain the quality of customer service.
- Skills in identifying problems, developing options and making decisions.
- Ability to recruit the right staff to admin positions.
- Ability to prioritise and work under pressure while appropriate delegating.
- Ability to use ICT personally and understand the part it should play in a services success.

Personal Style and Behaviour

- Passion for and positive commitment to providing high quality services to clients.
- Commitment to promote and work within the values of NPW, including equality of opportunities.
- Politically adept, able to demonstrate credibility and earn respect while dealing with stakeholders including Newham Council, Headteachers, Governors and Unions.
- Able to work both on own initiative and collaboratively.
- Able to be authoritative yet willing to take account of the views of others and be responsive to them.

Qualifications

- The successful candidate is likely to be educated to at least degree level.
- Minimum RSA word-processing level 3 or equivalent.
- Full computer literacy - Microsoft Office: Word, Excel, Publisher, Access, PowerPoint and Internet.

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The post-holder will be expected to carry out all duties in the context of, and in compliance with, all the School's policies and procedures and in compliance with the London Borough of Newham's Equal Opportunities Policies and the school's Code of Conduct. All the above duties are to be carried out in line with current Health & Safety legislation.

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out all duties in compliance with school policies.

Signed:..... Date

Headteacher

I acknowledge that I have seen, understood and received a copy of the job description.

Signed:..... Date

Office Manager