

WYMONDHAM COLLEGE JOB DESCRIPTION

COLLEGE OFFICE MANAGER

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| Line Manager's job title: | Head of Operations |
| Salary: | Points 23 – 28 of the Support Staff Scale FTE £33,336 - £37,938 per annum |
| Tenure: | Permanent |
| Contract type: | 52 weeks |
| Hours per week: | 37, including 24 Saturdays during term-time 08:00-12:00 (to be taken as TOIL during published school holidays) |

THE POST

Wymondham College is a member of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 13 primary and 9 secondary schools.

We are looking for a hard-working and enthusiastic person with high standards and the ability to communicate and interact effectively with others as part of our school as a **College Office Manager**.

The College Office is a busy and well organised environment and is responsible for the administrative function across Wymondham College, supporting several departments.

The College Office Manager will be responsible to the Head of Operations and will ensure the administrative function of the College continues to be the lifeline of the College, this will be achieved by allocating work to all members of the central administration team, ensuring that targets and deadlines are met in accordance with statutory and College provision.

The first six months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written notice. The Trust may, at its absolute discretion, extend this period for up to a further six months. During this probationary period, performance and suitability for continued employment will be monitored.

PERSON SPECIFICATION

The professional competencies expected of a College Office Manager are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Be able to multi-task and work under pressure;
- Be flexible and resilient in managing and executing their daily responsibilities;
- Able to demonstrate strong planning and organisational skills;
- Willingness to accept responsibility for your own actions;
- The ability to prioritise effectively, meet deadlines and accept challenges;
- Excellent attention to detail;
- The ability to work flexibly and embrace change;
- Excellent analytical skills, with the ability to provide solutions;
- The ability to produce positive outcomes from difficult circumstances;
- Have the inter-personal skills to influence and negotiate in discussion;
- Be flexible in managing and planning daily, weekly, monthly workloads;
- Have strong time management, planning and organisational skills;
- Have the ability to maintain confidentiality at all times, and use tact, diplomacy and empathy where necessary;
- Have the motivation to drive and to always add value;
- Be committed to providing the best possible service to the staff, students and parents.

The qualifications and experience required of a College Office Manager are:

(INSERT BULLET POINTED QUALS AND EXPERIENCE REQUIRED)

- A good level of literacy and numeracy;
- NVQ Level 3 or equivalent in administration;
- Level 3 or equivalent in Leadership and Management;
- Experience leading and managing a team;
- Have exceptional knowledge of Microsoft Office procedures;
- Experience in education would be desirable.

JOB SPECIFICATION

General Responsibilities

The College Office Manager will provide a full administration and secretarial service to the Senior Leadership Team and the academic departments. The post holder will manage the College Office team, the College reception staff and the Reprographics and Delivery staff.

Specific Responsibilities

A non-exhaustive list of specific responsibilities for the role is below and you will be required to undertake other duties and responsibilities as may reasonably be required.

- Line manage the College Office team, Receptionist and Reprographic and Delivery staff to ensure a high quality administration service across Wymondham College;
- To ensure the College Office team to respond promptly to parent support queries and directed to the correct department;
- To ensure the Reception team promote a professional image of the College, ensuring that telephone calls are dealt with effectively;
- To allocate work to individual team members ensuring that priorities are met and that output is to a high standard of accuracy and quality;
- To ensure consistent standards met by each team member;
- Train and develop team members as required to ensure multitasking;
- To monitor and review team efficiency and output and make recommendations to the Head of Operations for improvement;
- Allocate staff as appropriate to support academic departments across the College;
- Take minutes of meetings for members of the Senior Leadership team as required;
- Provide secretarial support to members of SLT as required, including drafting and preparing letters, presentations and spreadsheets;
- Set performance objectives for the team and conduct performance management appraisal periodically;
- To support with the arrangements for EXEAT weekends and the end of term, including booking the travel and transport as required;
- To be responsible for managing the lettings function at Wymondham College, including liaising with the Estates, Cleaning and Catering Teams and the House teams;
- To have operational responsibility of Data Protection and GDPR requirements, including being the initial point of contact for all data breaches;
- To manage the payment system for lunches and other purchases within the College. This will include the management of the free school meal vouchers programme.
- To manage the biometric system within the College.
- To have oversight of the purchasing function across Wymondham College
- Develop and implement College administration policies;
- To undertake any other reasonable tasks as directed by the Principal/Head of Operations.

The post-holder will be required to comply with the Trust Code of Conduct. The post holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post holder shall participate in the Trust's programme of Performance Management and Continuing Professional Development.

HOURS OF WORK

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| Paid Weeks per year | 52 weeks |
| Hours per week | 37 |
| Normal working Pattern | Term Time |

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| | <p>Mon – Wed: 0800-1600 Thurs: 0800–1600 Fri: 0800-1530 Saturdays: 0800-1200 (This will be taken as TOIL during the publish school holidays)</p> <p>Non-term Time Mon-Thurs: 0800-1600 Fri: 0800-1530</p> |
| Unpaid Breaks | 30 minutes lunch break where the working day exceeds 6 hours |
| Holidays | Holidays in accordance with normal entitlement (see below) shall be taken at times mutually agreed with the Line Manager. Holidays should normally only be taken outside of term-time (if 52 weeker) |
| Annual leave entitlement | <p>Annual holiday entitlement for full-time support staff will be 33 days (including bank holidays), rising to 37 days after 5 years' service.</p> <p>Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and/or less than 37 hours per week.</p> |

REMUNERATION

- Points 23 – 28 of the Support Staff Scale
- **FTE** £33,336 - £37,938 per annum

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff provided by Norfolk Pension Fund. This scheme is a defined benefit scheme with the current employer contribution rate set at approximately **21.6%** (please note this rate is subject to change), and employee contributions which vary depending on earnings. Staff do have the option to reduce contributions by 50%.

DRESS CODE

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify employees.

PRE-EMPLOYMENT CHECKS

Sapientia Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff must be prepared to undergo several vetting checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.