

**Children, Young People and Learners**

**HR and Office Manager  
Downsview Primary School**

**Grade 10 SCP 30-32**

**Role Profile and Person Specification**

**April 2024**

# CROYDON COUNCIL

## Role Profile

<b>Job Title:</b>	<b>HR and Office Manager</b>
<b>Department:</b>	<b>Children, Young People and Learners</b>
<b>Division:</b>	<b>Primary Schools</b>
<b>Grade Range:</b>	<b>Grade 10 SCP 30-32</b>
<b>Hours:</b>	<b>36 hours per week (full time) 5 days per week Monday – Friday</b>
<b>Location:</b>	<b>Downsview Primary &amp; Nursery School</b>
<b>Reports to:</b>	<b>Headteacher</b>
<b>Responsible for:</b>	Line Management of Administrator Receptionist and Admissions, Attendance and Welfare Officer
<b>Role Purpose and Role Dimensions:</b>	<p>To be accountable for the management, efficiency and smooth running of the school's Human Resources and payroll administration, in line with national and local requirements.</p> <p>To carry out all clerical processes relating to staff recruitment and appointments, including, placing advertisements, organisation and running of interview schedules and obtaining references, ensuring medical clearance and maintaining the school's Central DBS Register.</p> <p>To line manage the Administrator Receptionist and Admissions, Attendance and Welfare Officer to ensure an efficient and professional school office.</p> <p>To be responsible for undertaking senior administrative and organisational processes within the school.</p> <p>To act as confidential Personal Assistant to the <b>Senior Leadership Team</b>. <b>To support with</b> marketing and raising the school profile.</p> <p>To manage use of the school's Management Information System <b>and technologies used to carry out administrative functions</b>, ensuring a high quality of data input and reporting.</p>
<b>Commitment to Diversity and Safeguarding:</b>	<p>As a member of the School Team to take individual and collective professional responsibility for championing the council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.</p> <p>Commitment to Safeguarding: As a member of the School Team to take individual and collective professional responsibility for ensuring that our safeguarding responsibility is fully carried.</p>

**Key External Contacts:**

Local authority officers at all levels, in particular the school's HR and Payroll Consultants  
Visitors  
The media  
School service providers: Professional consultants, Website provider, Data Protection Officer, IT support.  
Staff at other Croydon schools  
Parents/Carers  
Pupils

**Key Internal Contacts:**

All members of staff at all levels.

**Financial Dimensions:**

Administering approved changes to staffing contractual arrangements.

Administering the Local Authority's payroll system and checking the accuracy of the monthly payroll with the School Business Manager.

School procurement card holder.

**Key Areas for Decision Making:**

Long term and day to day prioritisation of a range of tasks without reference to a line manager.

Long term and day to day prioritisation all Human Resources administration.

Long term and day to day decisions on raising the school profile via a range of media.

Day to day decisions to facilitate the efficiency and smooth running of office services to the school's stakeholders.

**Other Considerations:**

## Key Accountabilities and Result Areas:

## Key Elements:

### Human Resources

#### This will involve:

- Undertaking the administration of the school payroll, including the processing of claims for additional hours and overtime.
- Managing the administration of recruitment e.g. arranging advertising, collating documentation for candidates and organising the interview schedule on the day.
- Carrying out the administration and clerical processes relating to staff appointments including references, DBS and medical clearance.
- Keeping an accurate and up-to-date Single Central Record having regard to Local Authority DBS guidance and ensuring timely completion of regular reviews and new applications.
- Advising the Headship Team on any matters relating to Safeguarding in relation to staff, volunteers and others working within the school premises.
- Administering staff absence including the production of staff absence reports and referrals to occupational health, under the guidance of the Headteacher, including requests for discretionary leave.
- Monitoring and tracking staff punctuality and attendance, liaising with the Headteacher, as required. Attending meetings, providing advice and support on HR related matters, as required.
- Collating, filing and recording any evidence submitted relating to staff absence.
- Recording staff related HR issues and concerns on CPOMs StaffSafe.
- Arranging teacher supply cover as required.
- Processing approved changes to staffing contractual arrangements and associated salary changes.
- Creating and issuing annual teacher pay statement letters in line with increments.
- Overseeing the completion of key personnel records, AUPs, Code of Conduct, safeguarding training completion, Declarations of Interest.
- Administering staff, volunteer and visitor fobs and entry badges.
- Overseeing day to day administration of CPOMs StaffSafe.
- Checking the accuracy of the monthly payroll with the School Business Manager and reporting any discrepancies to the school's payroll provider, as required.

### Office Management

#### This will involve:

- Managing and overseeing the daily work of the office team.
- Identifying the training needs of the office team.
- Liaising between managers/teaching staff and support staff in matters pertaining to the work of the office team.
- Holding regular team meetings with managed staff.
- Undertake recruitment/ induction/ appraisal/ training/ mentoring for the office staff.
- Ensuring that pupil records and the school's management information systems are properly maintained, including any software updates and year end procedures.
- **Maximising the use of the school's MIS and the assessment management tools to assist the Senior Leadership Team and teaching staff in the preparation and analysis of pupil assessment data.**
- Being responsible for overseeing the school's compliance to data protection legislation and key point of contact for data protection matters.

- Being responsible for the retention of documents in line with school retention policy in relation to post.
- Maintaining the school and website calendar and Headteacher's diary.

## Administration

### This will involve:

- **Lead on manual and computerised record/information systems and computer aided administration systems to support the office functions of the school, to ensure high quality of data input and reporting.**
- Providing personal, administrative and organisational support to the Headteacher and Senior Leadership Team, including minute taking and the preparation and circulation of minutes, as required.
- Undertaking administration of complex procedures, as required by the Senior Leadership Team.
- **Providing administrative support in school for the Governing Board, such as Governor elections, updating Governor page on the website, updating contact information on the system etc, as required.**
- Logging ICT technical issues on support helpdesks and being the school's point of contact with the school's ICT Consultant on support related issues.
- Having responsibility for completing and submitting complex forms and timely completion of statutory returns, e.g. Department for Education's School Census, Workforce Census.
- Analysing and evaluating pupil data/information and producing reports/information/data, as required.
- Undertaking typing and word-processing and completion of complex ICT based tasks.
- Providing advice and guidance to staff, pupils and visitors.
- Overseeing the day to day administration of school systems to support pupil assessment, e.g. **Target Tracker, Rising Stars**
- Overseeing the day to day administration of school systems to support pupil behaviour and wellbeing, e.g. **CPOMs, Household Support and Holiday Activities and Food schemes.**

## Marketing

### This will involve:

- Being responsible for devising marketing and promotional strategies for the school via newsletters, school prospectus, social media.
- Managing of the school website, including the calendar and other such media.
- Acting as liaison with the media ensuring a high positive profile for the school within the community.
- Maintaining the school planner and Headteacher's diary.
- Preparation of letters/flyers/information booklets to parents/carers.

## Organisation

### This will involve:

- Dealing with complex reception/visitor matters, as required.
- Contributing to the planning, development and organisation of support service systems/procedures/policies.
- Provide advice and guidance to staff, pupils and visitors.

## Resources

### This will involve:

- Operating relevant equipment/complex ICT packages.
- Managing expenditure within an agreed budget for costs associated with staff recruitment and appointments.
- Acting as an authorised signatory for approving the payment of school invoices.

## Key Accountabilities and Result Areas:

### Responsibilities

## Key Elements:

### This will involve:

- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.

### Green Statement

### This will involve:

- Seek opportunities for contributing to sustainable development of the borough, in accordance with the council's Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.

### Data Protection

### This will involve:

- To be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- To maintain client records and archive systems, in accordance with departmental procedure, policy and statutory requirements.

### Confidentiality

### This will involve:

- You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the council's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

### Equalities

### This will involve:

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

## **Key Accountabilities and Result Areas:**

### **Customer Care**

## **Key Elements:**

### **This will involve:**

- Able to demonstrate a commitment to the council's Customer Care Policy

### **Health and Safety**

### **This will involve:**

- Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

### **To contribute as an effective and collaborative member of the School Team**

### **This will involve:**

- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of the School Service
- Supporting Customer Focus, Best Value and electronic management of processes.
- Actively sharing feedback on School policies and interventions



## Person Specification

### Job Title:

HR Officer and Office Manager

### Essential knowledge:

- NVQ 3 or equivalent qualification or experience in relevant discipline.
- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.

### Essential skills and abilities:

- Excellent numeracy/literacy skills.
- Excellent notetaking skills.
- Effective use of ICT and other specialist equipment/resources.
- Ability to relate well to children and adults.
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Ability to self-evaluate learning needs and actively seek learning opportunities.
- Ability to work well as part of a team.
- To be able to work effectively in dealing with conflicting demands.

### Essential experience:

- Experience of development, management and operation of administrative systems.

### Special conditions:

- Appointments subject to completion of successful enhanced DBS check.
- Prepared to present a smart and professional appearance.
- Be articulate, able to communicate effectively and accurately in oral and written form.