



# Magna Academy Poole

an Aspirations Academy

## Office Manager Job Description

### Core Purpose:

The Office Manager at Magna Academy shall lead a team to deliver excellence in front of house operations, providing a welcoming and informative reception and high quality administrative service for the academy.

The Office Manager at Magna Academy Poole shall provide a fully confidential, efficient and responsive administration and secretarial service to both the Principal and the Senior Leadership Team.

The Office Manager shall be responsible for overseeing the daily administration of the academy office including line managing administrative staff and will assist with all the planning and development of support services.

The Office Manager will actively promote the delivery of high quality outcomes and will be required to use their own initiative, using careful judgement, tact and diplomacy. The Office Manager will report directly to the Director of Business and Operations.

### Strategic Duties:

- Act as a role model when dealing with members of the public
- To uphold the vision, mantras and high standards of the academy
- To demonstrate strong leadership in approaching the role in a proactive way and to work with unfailing commitment towards continuous improvement
- To maintain an understanding of academy procedures and priorities, including the principles of distributed leadership and delegated responsibilities with the freedom to make decisions independently

### Main Responsibilities and Duties:

- Line manage a team of administrative staff, including reviewing staff performance and carrying out appraisals
- Train and develop administrative staff
- To liaise with the Principal daily regarding the events of the day and follow up agreed actions
- Make any telephone calls as requested by the Principal and Senior Leadership Team and follow up any agreed actions
- To answer routine queries as appropriate and refer more complex or sensitive matters to the appropriate member of staff
- To receive, open and organise correspondence addressed to the Principal, taking appropriate action e.g redirecting or responding in a secure manner
- To make good use of virtual platforms to schedule meetings for the Principal and Senior Leadership Team as appropriate

- To coordinate long term calendar planning, establishing clear time plans and consider whole academy events
- To attend, facilitate and minute meetings involving the Principal and the Senior Leadership Team, undertaking follow-up action points as necessary and circulate agenda and minutes
- To prepare such papers as may be required for meetings and appointments
- To produce documentation required by the Principal, working to short deadlines and ensuring that all documents are fully and accurately completed
- To attend briefings and produce bulletins and occasional papers for Principal/SLT as required
- To carry out background research, present findings and identify solutions to problems of varying complexity
- To draft correspondence and other documentation on behalf of the Principal
- To play a key role in project planning and management, having an active input into the production of confidential reports, documentation and presentations
- To be prepared to act as clerk for meetings with Governors and wider Trust members
- To maintain confidentiality at all times in respect of academy related matters to prevent disclosure of confidential and sensitive information
- To welcome external visitors on behalf of the Principal and ensure refreshments are available
- Maintain accurate files for the Principal, including record management
- Managing a central register of academy complaints - external and internal - and ensuring the correct people respond accordingly. To also act as first port of call for a general complaint, escalating these as required
- To prepare, collate and quality assure all information and documentation pertaining to Academy suspensions and Permanent Exclusions
- To make full use of and successfully navigate the Google Suite, Management Information system and other software applications in order to create spreadsheets, documents and presentations
- To quality assure all internal and external publications including the academy website, staff bulletin and information sent to parents/carers and other stakeholders e.g proofreading
- To maintain a flexible working approach in order to accommodate day to day operational matters
- To perform any task or duty under the reasonable direction of the Principal / Director of Business and Operations
- To provide administrative support for senior leaders including for careers, personal development and sixth form.

## Other Duties:

- To participate in the Academy's annual appraisal process, ensuring that performance standards and targets are set and met within the agreed timescale
- Comply with all Academy policies and procedures, particularly equal opportunities, health and safety, confidentiality, behaviour and general data protection regulations, reporting concerns to the Principal or relevant senior leader
- To comply with any rules and regulations which the Trust may from time to time issue to ensure the efficient operation of its business and the welfare and interests of its students and employees
- Have regard for the need to safeguard students wellbeing in accordance with statutory provisions
- Attend relevant training and take responsibility for own development

## General:

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.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The Academy 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.

### **Conditions of Service**

Governed by the National Joint Council for Local Government Services Agreement on Pay and Conditions of Service, supplemented by local conditions as agreed by the AAT.

Due to the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointed interview.

As this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to police checks. If candidates are successful in their application, prior to taking up post, they will be required to give written permission to the Department to ascertain details from the Police regarding any convictions against them and, as appropriate, the nature of such conviction/s.

### **Equal Opportunity**

The post holder will be expected to carry out all duties in the context of and in compliance with the academy's Equal Opportunities Policies.

This job description will be reviewed at regular intervals and is subject to change as the needs of the academy evolve.