



Queen's Drive Infant School



Office Manager Person Specification

	Essential	Desirable
Qualifications and experience		
Education	• Good standard of education, including 5 GCSE's or equivalent, including English and Maths • Competent user of Microsoft Office applications, including Word, Excel and Outlook	*Business administration qualification or equivalent *School administration or management qualification
Experience	• Previous administration experience working within a busy office environment / working in a similar role • Ability to deal with general administration in a neat and organised manner • Excellent customer service skills • Experience of maintaining accurate records, systems and documentation. • Experience of coordinating administrative processes and competing priorities effectively. • Experience of supporting recruitment and HR administration processes.	• Previous experience of managing other members of staff • Liaising with contractors and outside agencies regarding builds and maintenance
Professional Skills		
	• Ability to lead and organise the day-to-day running of the school office. • Ability to provide a welcoming environment. • Ability to work effectively and respond well under pressure • Excellent communication skills including verbally, in writing, face-to-face and over the telephone • Organised file and record keeping processes • Ability to face and deal with difficult situations and personnel • Good keyboard skills for accurate computer input and retrieval • Ability to work in discreet and sensitive manner and withhold the highest level of confidentiality • Ability to use initiative and apply sound decision-making skills whilst understanding that some matters need to be referred to others	• Previous experience of working in a Reception / school office • Experience of supervising and developing administrative staff. • Previous experience of working with Arbor or other MIS systems
Knowledge		
	• Understanding of absence reporting • Good knowledge of the recruitment process • Understanding of safer recruitment practices	• Experience of preparing reports and analysing data.
Personal qualities		
	• Ability and willingness to work collaboratively and supportively within the school team • Enthusiasm and confidence at working with a wide range of people • Courteous, calm and efficient telephone manner	

	• Builds effective and professional working relationships with staff, parents, Trust members and the wider community • Self-motivated with the ability to work with minimal supervision	
Other		
	• Willingness to participate in further training and development opportunities offered by the school • Flexible, cooperative and supportive team player • Friendly, welcoming and approachable disposition • Professional, smart, business-like appearance	• Flexibility to work additional hours when required to meet operational needs.