The role of the Office Manager:

**Main purpose**

The school office manager is responsible for overseeing the daily administration of the school office including line managing administrative staff. Responsible for all administrative and organisational processes within the school, maintaining confidentiality at all times.

**Qualification requirement:** Level 3/4 in Business Administration or equivalent.

**Main responsibilities:**

* Running of the School Office on a day to day basis
* Managing general administration e.g. letters home to parents
* Data Protection Officer. *It is preferable for the candidate to have professional experience and knowledge of data protection law. We will offer relevant training as required for the successful candidate.*
* Leading on Health and Safety *(Level 3 Health & Safety qualification), including Fire Awareness, alongside the Premise Manager. We will offer relevant training as required for the successful candidate.*
* Being the main contact point for transport and out of borough transport
* Being the exams administrator. *We will offer relevant training as required for the successful candidate.*
* Being the contact for consultations e.g. admissions for September
* Being the contact for placements e.g. work experience

**Other duties:**

* Maintaining a centralised record of School Policies and ensuring consistency of formatting.
* Sending messages on Dojo to support school communication.
* Supporting the Educational Visits Coordinator leader with ESRA / Trip letters/ advice to staff.
* Updating and managing the student planners’ / Staff diaries are ready to print
* Updating the school brochure
* Managing the school calendars
* Organising student files
* Assisting reception as required to ensure the effective running of the reception desk
* Answering the phone in a professional manner and following up as required
* Supporting administration of AQA/Pearson examinations, including results, receiving and posting of materials
* Updating and managing the Induction Packs for new staff (packs for PGCE trainees)

**Organisation**

* Ensuring the smooth and effective running of the school office and all administrative and communicative systems
* Contributing towards the planning, development and organisation of support service systems, procedures and policies
* Assisting in the organisation of school trips in cooperation with other staff. This includes ensuring that staff and external providers (e.g. coach companies) have completed all associated risk assessments
* Assisting with organising parents’ evenings and other meetings and events.
* Ensuring that all staff create a professional and welcoming reception for all visitors and parents. That all visitor checks and health and safety processes are in place to monitor entry in and out of the school

**Leadership**

* Line managing administrative staff
* Training and developing administrative staff as appropriate
* Ensuring a positive image of the school to staff, students, parents and visitors on entry to SHS via the main reception
* Developing an office team that delivers and meets the needs of the school
* Taking all decisions in line with the vision and values of the school, and encourage others to do the same

**Administration**

* Manage manual and computerised record/information systems
* Analyse and evaluate data/information and produce reports/information/data as required
* Provide personal, administrative and organisational support to other staff
* Oversee and organise the management of admissions procedures in line with Harrow Local Authority, check spaces accordingly in line with the school’s admissions policy
* Manage Teachers2Parents online use includes - text, emails and forms
* Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it’s ready to use at all times, resolving any issues as necessary
* Assist with managing the school’s email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
* Manage and organise completed forms from parents
* Organise and distribute incoming and outgoing post
* Ensure the school calendar is up to date and dates are written for any events, meetings, etc
* School Google calendars are updated yearly with all dates e.g. staff training, annual reviews, observations etc
* High attention to detail in proofreading documents
* Follow up reasonable tasks as directed by the Headteacher

**Resource management**

* Order, monitor and manage stock, ensuring best value following the school’s purchasing processes
* Oversee and operate relevant equipment and IT packages (e.g. the school’s MIS system)
* Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school
* Assist with marketing and promoting the school
* Manage financial administration procedures and maintain appropriate records to satisfy audits
* Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available

**Compliance**

* Check DBS of agency staff and any others
* Keep records in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
* Be the school’s data protection officer, taking responsibility for monitoring data protection compliance and advising the school community on data protection issues

The school office manager will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

**Line managed by the Headteacher**

**Person specification**

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| CRITERIA | QUALITIES | CRITERIA |
| **Qualifications  and training** | * NVQ Level 3/4 Certificate in Business Administration or equivalent qualification * GCSEs in English and Maths * Health and Safety qualification, Knowledge of Data Protection | * DESIRABLE * ESSENTIAL * DESIRABLE |
| **Experience** | * Working in an office environment at senior level or working towards * Experience in office management an advantage * Organising, leading and motivating other staff * Developing, managing and operating clerical/administrative and organisational systems * Managing staff * Working with children or young people * Analysing and evaluating data (Exams) * Data Protection (GDPR) * SEND experience | * ESSENTIAL * DESIRABLE * ESSENTIAL * ESSENTIAL * DESIRABLE * DESIRABLE * ESSENTIAL * DESIRABLE * ESSENTIAL |
| **Skills and knowledge** | * Excellent attention to detail * Excellent literacy and numeracy skills * Competent use of IT packages including word processing, spreadsheets and school MIS systems * Ability to use relevant office equipment effectively * Ability to plan, organise and prioritise * Understanding of data protection and confidentiality * Understanding of safeguarding * Understanding SEND | * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL |
| **Personal qualities** | * Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils * Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school * Ability to work under pressure and prioritise effectively * Commitment to maintaining confidentiality at all times * Commitment to safeguarding and equality * Embraces change well * Deals with difficult situations effectively * Approachable | * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * ESSENTIAL * DESIRABLE * ESSENTIAL |