



The Charter School East Dulwich

OFFICE MANAGER: JOB DESCRIPTION

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| Post title: | Officer Manager |
| Salary/Grade: | Hay 9 points 27 – 34. 36 hours per week, Full Time |
| Responsible For: | Leadership and Management of the Office Administration Team |
| Responsible To: | School Business Manager |

Purpose of the job

The postholder will professionally and skilfully lead and front office administration team to ensure excellent smooth running of the school administration processes including finance, admissions and the school reception. The core focus of the role is to ensure excellent communications with families, students and staff, alongside efficient and effective resource management to ultimately enable success for all our students.

Responsible for

- Full oversight and strategic leadership of the front office administration provision and services
- Reception provision and day to day family communications
- Line management of the Admissions Officer, Student Services Receptionist and Receptionist
- Student Admissions oversight
- Operational financial processes across the school including Parent Pay and Trips
- Pupil Premium and Free school Meal administration and promotion
- Coordination of Census records and reporting
- Oversight of School Medical and First Aid Provision
- Effective use and upkeep of the School MIS (Brom Com, Inventory, Impact)

Liaising with

Faculty Leaders, Assistant Headteachers, Senior Leadership Team, Year Leaders, Pupil Support Services and relevant staff with cross-school responsibilities, relevant support staff, LA representatives, external agencies and parents/carers.

Leadership

- be a proactive member of the Operational Leadership Team, contributing to strategic planning and decision making, leading staff groups and attending all relevant meetings

- work effectively as the main Administration area lead on the direction and support of the Senior Leadership team
- proactively deliver the School Development Plan within administration using the agreed school improvement levers and approaches.
- model excellent professional behaviours at all times
- liaise effectively with the Senior Leadership Team, Administration Team Leads, Faculty Leaders, Year Leaders, Student Support Services, external links and families
- model active, visible leadership around the school including professional duties of leadership staff such as additional duties and event attendance
- drive effective positive school change through line management of staff and teams, developing staff and holding individuals and teams to account to ensure impactful outcomes for students.
- support the wider staff body in reducing workload, forward planning and efficient use of resources including school budgets.
- take an active role in the school coaching programmes and mentoring of staff
- ensure all administration staff adhere to and understand school and trust policies alongside allocated training
- plan, lead and monitor the impact of team meetings
- take part in the school performance management policy, appraising staff as required and using the process to develop the personal and professional effectiveness of the appraisee
- set an example with research, reading widely and disseminating this to the team, to promote and embed an evidence-based approach.
- Ensure highly efficient and effective budget management across the administration team

Core Responsibilities

1. Administrative Oversight:

- Supervise and manage the daily administrative operations of the school office.
- Ensure full oversight and strategic leadership of the front office administration provision and services.
- Develop and maintain office policies and procedures to streamline processes.

2. Record Keeping and Filing:

- Maintain accurate and up-to-date records, including student data, staff information, and school records.
- Establish and maintain an efficient filing system for easy retrieval of documents.
- Ensure compliance with data protection regulations and record retention policies.

3. Financial Administration:

- Manage the school's financial transactions, including administration budget tracking, banking, invoicing, and expense reconciliation.
- Oversee operational financial processes across the school, including management and leadership of Parent Pay, overseeing debt management across the school and the correct processing of monthly credit card reconciliation
- Trip finance management and liaison with staff trip organisers
- Leading on all aspects of Free School Meal provision
- Supporting the School Business manager in operational financial aspects as required.

4. Staff Management:

- Train, and supervise administrative staff, including the Admissions Officer, Student Services Receptionist and Receptionist
- Foster a positive and collaborative work environment, promoting professional growth and development among team members.
- Line manage all staff within the team in line with school training, guidance and expectations

- Lead weekly team meetings including forward thinking strategic management, proactive problem solving and team development and motivation.

5. Front Desk and Reception:

- Oversee the front desk and reception area, ensuring a welcoming and professional environment.
- Handle inquiries from students, parents, and visitors, directing them to the appropriate staff members.
- Ensuring safeguarding processes are followed for welcoming agency and external visitors
- Provide reception provision and manage day-to-day family communications effectively.
- Cover the reception desk if needed when reception staff absence occurs.

6. Student Admissions:

- Support the admission officer in managing student admissions, ensuring a smooth and fair process.
- Maintain a confidential pupil filing system
- Ensure full policy compliance with student documentation exchange on entry to and exit from the school.

7. Pupil Premium and Free School Meal Administration:

- Administer and promote Pupil Premium and Free School Meal programs.
- Ensure eligible students receive the necessary support and benefits.
- Promote Free School Meal benefits and develop a culture of support for FSM families

8. Medical and First Aid Provision:

- Oversee the compliance of First Aid provision and Medical record keeping
- Line manage the Student Services Receptionist who leads on medical and first aid support
- Co-ordinate with LA medical provision including student vaccinations
- Quality assurance the First and Medical provision in the school
- Lead on ensuring First Aid training is in place and appropriate first aid rotas/staff use for relevant staff.

9. Census Records, MIS, Data Management and Reporting:

- Coordinate and support the Data Director in the collation, maintenance and uploading of all census records.
- Support with the preparation and submission of required reports, alongside the Data Director to relevant educational authorities.
- Maintain the school pupil MIS
- Ensure the effective use and upkeep of the School Management Information System (MIS).
- Utilise the MIS for accurate record-keeping, reporting, and data analysis.

General

- To actively promote, be aware of and comply with policies and procedures relating to the safety and welfare of our children and young people
- Participate in and support the Performance Management/ Appraisal procedures and policies
- To attend all staff training, briefings and regular meetings
- To take responsibility for own professional development and actively participate in CPD opportunities
- Assist and support in the development and implementation of the School Development Plan and its review mechanism
- Accept shared responsibility for the creation of a safe environment for pupils within and outside the classroom
- Comply with the appropriate policies and procedures, report all concerns to an appropriate person.

- Attend and participate in regular meetings and participate in training and other learning activities, as required
- Participate in school emergencies as required, including locating students and relevant staff, providing contact details and completion of necessary documentation , ensuring the Emergency “Grab Bag” is updated on a termly basis.
- To support the work of the wider support team as requested by your Line Manager/ Headteacher
- Contribute and consistently model the overall values and mission of the school and trust
- To assist in such duties and activities relating to any of the above areas as instructed by your Line Manager/ Headteacher

| Office Manager - Person Specification |
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| Qualifications |
| <ul style="list-style-type: none"> ▪ Educated to degree level (Essential) ▪ Extensive experience in secondary school education (Essential) ▪ Relevant recent professional development |
| Knowledge Skills and Experience |
| <ul style="list-style-type: none"> ▪ Experience of a wide range of administration responsibilities within a school environment ▪ Excellent Knowledge of Bromcom, PSF Financials, Inventory, CPOMs, Classcharts, Judicium, TES Develop and/ or similar MIS systems ▪ A successful track record in leading others including line management ▪ Experience of using school financial MIS, records and processes ▪ Strong understanding of school admissions procedures and policies ▪ Experience of innovative approaches to the development of administration and communication methods ▪ Excellent professional understanding of running a front office to a high standard ▪ Experience of working with families and external organisations in a professional capacity. |
| Professional Leadership Behaviours |
| <ul style="list-style-type: none"> ● Genuine passion and a belief in the potential of every child, whatever their background or personal characteristics, A clear understanding that all roles in the school are focused on student achievement. ▪ A good awareness of keeping children safe, understanding how and when to take appropriate action. ▪ Effective leadership and management style that encourages participation, innovation and develops colleagues’ confidence and trust ▪ The ability to work in close harmony with other staff ▪ The ability to inspire and develop the leadership skills of others as well as to learn from others ▪ Excellent listening skills ▪ Passion, energy, resilience, and optimism to lead the team through day-to-day challenges while maintaining a clear strategic vision and direction ▪ A firm and constant belief in the unlimited potential of every student (particularly DA students, those from diverse backgrounds and those with SEND) and a genuine commitment to inclusive educational provision ▪ The ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to be flexible, to change, improve and develop ▪ The ability to delegate appropriately and manage personal workload ▪ Confidence, self-motivation and the ability to be decisive |

- High levels of honesty and integrity, with a commitment to Equality, Diversity and Inclusion
- A professional outlook, detail oriented and able to multitask and meet deadlines
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and demonstrates sound judgement
- Willingness to participate in Continuous Professional Development

Other

- The right to work in the UK

Conditions of Employment

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (Contract of Employment).

The post holder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.

To uphold the school's policy in respect of child protection matters.

S/he shall be subject to all relevant statutory and institutional requirements.

The post holder may be required to perform any other reasonable tasks after consultation.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

All staff participate in the school's performance management scheme.

The Charter Schools Educational Trust is committed to safeguarding the welfare of all children and young people and expects all its staff to share this commitment.

The Charter Schools Educational Trust is committed to equality and diversity, and to being a family where everyone can be themselves. We are committed to continuous improvement in how representative we are of our local communities, including gender, ethnicity, religion, age, and all other aspects of diversity.

We offer family friendly, flexible working arrangements, and staff networks to provide a supportive environment in the workplace where members can receive peer to peer support.