



Office Manager

JOB DESCRIPTION

37 hours, Term Time plus 2 weeks

Role Purpose:

The purpose of this role is to lead a team of non-teaching staff to provide confidential and effective administration support to various facets of the Academy. This role will line manage a range of professional services staff.

Key Accountabilities:

Reporting to the Senior Deputy Headteacher this post holder will be responsible for:

- Line Management of reception / admin staff and the reception area, including all internal and external visitors to the Academy.
- Ensuring the Academy Safeguarding procedures are adhered to at all times; including the day to day maintenance of the Single Central Record (SCR)
- Support in the completion of Census and School Admissions
- Support the data lead in collating information and generating reports
- Ensure that the external facing communications are professional at all times, including phone system messages, website messages, communication through the Parent App, social media platforms and other communications.
- Lead on external communication to parents and other stakeholders through the Parent App, Website, telephone system, social media and any other platforms
- Lead on communication, including emails, received from external stakeholders on behalf of the Headteacher and SLT, ensuring they are dealt with effectively, efficiently and appropriately.
- Support all in-house administration, including supporting the return of the census, results day downloads, transfer of information from schools for admissions and leavers etc.
- Line Management of Reprographics Team to produce high quality display work across the academy and to ensure effective customer service to staff. Including a weekly wal-around to ensure that any damage is replaced. Manage the work of the team in providing reprographics Trust-wide, ensuring quality of work is of the same high quality.
- Daily and Weekly updating of the Academy SCR and liaising with the Headteacher, DSL, Regional Safeguarding Lead, Recruitment Hub and, where necessary, HR to ensure this is fully compliant.
- Lead on both student admissions and leavers to the Academy

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- Play a key role in the Year 6 Transition working group, including organising visits to and from primary schools across Oldham.
- Develop, deliver/facilitate CPD sessions for all professional services staff within the Academy
- Ensure the daily housekeeping and QA of the Academy Website, liaising with the National and Regional Marketing Teams to ensure all policies and updates are compliant.
- Daily, weekly and half termly social media updates on Twitter, Facebook and the Website. Where necessary, promoting job vacancies, initiatives and other updates further afield and across other educational networks.
- To undertake and organise the arrangements for daily cover for planned staff absence and sickness. Updating the internal system to ensure that details are correct at all times.
- Lead for recruitment process and liaising with Headteacher and National Recruitment Team to ensure vacancy process is seamless from VAF to day one of employment.
- In conjunction with HR, organise interviews and all associated administration (on site interviews, room bookings, agendas, refreshments etc)
- Lead for ensuring staff probation and HR trackers are up to date and compliant and that all staff, and line managers, receive probation confirmation at the required time.
- Booking of Academy mini buses and supporting the site team and ops team to upkeep maintenance and ensuring that training and driver records are up to date.
- Academy link to the Regional Co-ordinators, supporting with collation of documents required for external meetings, GRD, the RED and ROD or any of the National Team.
- Ensuring that the Academy complaints tracker is updated as necessary and information provided to the regional and national teams.
- Prepare and support the collation of information for PEX packs, AAG meetings, GRD, recruitment, Ofsted, national and local celebration events, induction and any others requested by regional and national staff.
- Lead on collaborative community projects/initiatives on behalf of the Academy
- Lead on staff wellbeing working closely with the Senior Deputy Headteacher and Headteacher
- Academy lead on Parent Pay and link to Aspens for daily student meals / welfare account. Ensuring that parents are advised when they need to make payments or top up accounts.
- Ensure FSM vouchers, where applicable, are ordered and sent to parents and carers in a timely manner.
- Link to Sports and Lettings Facility to ensure communication of key dates and contractors to relevant staff and ensure that all maintenance adheres to the strict processes of the Safeguarding policy.

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- Liaise with Medical Welfare Officer to ensure school nursing team are able to undertake their work effectively.
- Support with break duty, lunch duty and any other lesson transition to support the smooth day-to-day running of the academy.

Culture

- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

PERSON SPECIFICATION

Whether you're a 3 year-old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

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OUR VALUES

Thinking Big	<ul style="list-style-type: none"> • Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence
Doing the Right Thing	<ul style="list-style-type: none"> • Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work
	<ul style="list-style-type: none"> • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission
Showing Team Spirit	<ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others

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	<ul style="list-style-type: none"> • Support your colleagues, even when this means staying a little later, or reprioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams
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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

D – Desirable

Assessed at

A – Application Stage

I – Interview Stage

P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Minimum 5 GCSEs grades 4-9 including Maths and English (or equivalent)	X		X	X	X
	Additional qualification in data analysis or appropriate subject	X		X	X	X
	Good understanding of current developments in secondary school curriculum and examination systems	X		X	X	X
	In-depth knowledge of the qualifications system and how these contribute to the points scores used in league tables		X	X	X	X
	Knowledge of absence reporting procedures	X		X	X	X
	In-depth knowledge of safeguarding procedures, including SCR	X				
Experience	Experience of managing exams in a secondary school environment		X	X	X	X
	Experience of working with examination boards, external agencies and other relevant stakeholders	X		X	X	X
	Experience of using SIMS		X	X	X	X

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	Experience of leading multiple teams	X		X	X	X
	Experience of coaching staff members	X		X	X	X
	Experience of analysing student data	X		X	X	X
Skills	Ability to prioritise workload effectively to meet deadlines and work under pressure	X		X	X	X
	Ability to use ICT and other specialist equipment	X		X	X	X
	Ability to use software, spreadsheets, databases and other packages effectively	X		X	X	X
	Ability to produce reports in appropriate formats	X		X	X	X
	Ability to analyse and evaluate data to identify trends and issues	X		X	X	X
	Ability to build and maintain effective working relationships with internal colleagues and external agencies	X		X	X	X
	Ability to communicate effectively with a wide range of stakeholders using a variety of media	X		X	X	X
	Ability to hold difficult conversations confidently and effectively	X		X	X	X

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