

CHILDREN AND LIFELONG LEARNING – HR SERVICES

Victoria Community School				
Job No.	Post Title	Grade	JE Pts	Date
S101	Office Services Manager	Grade 6	173 Hay	May 2024

Statement of Purpose

Under the guidance and direction of the Headteacher or member of the Senior Management Team, assist with the organisation and delivery of effective administrative, accounting and HR systems within the school.

Support to Pupils, Parents and the Community

- Deal with complex reception/visitor etc. matters.
- Provide advice and guidance to staff, pupils and others.
- Carry out pupil risk assessments as and when required.

Support to Other Staff

- Provide personal, administrative and organisational support to other staff.
- Provide administrative and organisational support to the Governing Body.
- Carry out staff risk assessments as and when required.
- Processing claims from staff in relation to goods ordered in accordance with the school's accounting procedures.
- Monitor and check claims for employment e.g. additional hours, casual/supply claims.
- Report absences to HR, claim insurance where appropriate and maintain absence records.
- Ensure Staff complete Self Certification and provide Medical notes.
- Update Health & Safety risk assessments and ensure a work environment that protects people's health and safety and that promotes welfare, which is in accordance with the County Council's Health and Safety policy.

Line Management

- May involve line management responsibility of one member of support staff.
- Liaise between managers/ teaching staff and support staff.
- Hold regular team meetings with support staff.
- Undertake inductions, appraisals, training and mentoring of other staff.

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Support HR Management

- Contribute to the planning, development and organisation of support service systems/procedures/policies.
- Supervise, train and develop staff as appropriate.

Support Financial Management

- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Undertake complex financial administration procedures.
- Manage expenditure within an agreed budget.
- Undertake general financial responsibilities including processing invoices, processing and distributing orders, receipt and recording of monies.

Support Organisational Management

- Contribute to the development of office systems and processes.
- Manage manual and computerised record/information systems.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Undertake typing and word-processing and complex IT based tasks.
- Operate relevant equipment/complex ICT packages.
- Undertake research and obtain information to inform decisions.
- Assist with procurement and sponsorship.
- Assist with marketing and promotion of the school.
- Assist in the management of the administration of facilities including use of school premises.
- Undertake administration of complex procedures.
- Complete and submit complex forms, returns etc., including those to outside agencies e.g. DCSF.
- Manage manual and computerised record/ information systems.
- Operate relevant equipment/ complex ICT packages.
- Provide personal administrative and organization support to other staff.
- Assist in the management of the administration and support of confidential medical inspections and reports.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the school day.

Note 1:

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The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

**Person Specification
Office Services Manager Level
3**

Essential Criteria	Measured By
<p>Experience</p> <ul style="list-style-type: none"> • Experience of development management and operation of administrative systems. • Line Management • Management experience including induction, training and mentoring. • Budget management experience in addition to management of financial systems. • Experience with HR processes and procedures. 	AF/I
<p>Qualifications/Training</p> <ul style="list-style-type: none"> • NVQ 3 Business and Administration, or equivalent qualification or experience in relevant discipline. 	AF/I
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> • Very good numeracy skills. • Exemplary standards of written and spoken English skills. • Very good ICT skills - use of Microsoft applications including Excel. • Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these. • Ability to relate well to children and to adults. • Excellent communication skills. • Good organisation skills. • Ability to prioritise effectively and close-off distractions in a busy environment. 	AF/I

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<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Has the ability to work effectively under pressure and to deadlines. • Communicates effectively. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	<p align="center">AF/I</p>
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Desirable Criteria	Measured By
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a school environment. • Experience of working in an institution/company undergoing rapid change & innovation. • Working in conjunction with the Head of an organisation & executive members. 	<p align="center">AF/I</p>

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<p>Knowledge/Skills</p> <ul style="list-style-type: none">• Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.• Data analysis experience.• Administration support within compliance, particularly within Health & Safety and Premises Management.• Finance & payroll system experience.• Knowledge of SIMs system.	AF/I
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AF - Application form

I - Interview

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***