

CHILDREN AND LIFELONG LEARNING – HR SERVICES

School				
Job No.	Post Title	Grade	JE Pts	Date
S102	Office Support Manager	Grade 7	220 Hay	April 2008

Statement of Purpose

Under the guidance and direction of the Headteacher or member of the Senior Management Team, organise and deliver effective administrative systems within the school.

Support to Pupils, Parents and the Community

- Deal with complex reception/visitor etc. matters.
- Organise school trips/events etc.
- Manage uniform/snack/other 'shops' within the school.
- Provide advice and guidance to staff, pupils and others.
- Dealing with children taken ill during the day.
- Administering first aid as appropriate.

Support to Other Staff

- Provide personal, administrative and organisational support to other staff.
- Provide administrative and organisational support to the Governing Body.

Line Management

- May involve line management responsibility of between two and five members of support staff (may include admin, clerical and reprographics staff).
- Liaise between managers/ teaching staff and support staff.
- Hold regular team meetings with support staff.
- Undertake recruitment/induction/ appraisal /training/mentoring of other staff.

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.
- Assist with the planning, monitoring and evaluation of budget.
- Contribute to the planning, prioritisation and budget allocation within the financial budget for the school.

CHILDREN AND LIFELONG LEARNING – HR SERVICES

- Undertake the administration of payroll systems.
- 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

- Take a lead role on 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.
- Manage 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.
- Manage 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:

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.

CHILDREN AND LIFELONG LEARNING – HR SERVICES

**Person Specification
Office Support 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. • Management experience. • Budget management experience in addition to management of financial systems. 	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. 	I
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> • Very good numeracy/literacy skills. • Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation. • Very good ICT skills. • 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. 	AF/I

CHILDREN AND LIFELONG LEARNING – HR SERVICES

<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Builds personal relationships with stakeholders, through regular contact and consultation. • Coaches and empowers team members to take responsibility for ensuring customer care. • Understands the schools development plan and how it relates to team and individual objectives. • Accepts, supports and quickly implements change. • Identifies and promotes best practice and encourage the sharing of ideas. • Proactively seek opportunities to increase job knowledge and understanding. • Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members. • Works with others to resolve differences of opinion and resolve conflict. • Requires minimum supervision. • Takes responsibility for own and team actions. • Identifies and overcomes barriers and manage risks. • Takes quick and effective action. • Demonstrates focused implementation of role and responsibilities. • Builds strong team ethos where everyone feels valued. • Provides timely, sensitive and honest feedback on performance. • Is accountable for own development and encourages the ownership of development needs amongst team members. 	AF/I
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AF - Application form | - 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.***