

## Support Staff Job Description – May 2024

**Role:** School Office Manager

**Reporting to:** School Business Manager

**Hours:** Full Time – 36 hours per week, 52 weeks per year

**Responsible for:** 3 x administration / reception staff

**Salary:** PO2 (SCP 29 – 32)

<p><b>Main Purpose of the Role</b></p> <p>The school office manager is responsible for overseeing the daily administration and operations of the school including line managing relevant administrative staff. They are also responsible for all administrative and organisational processes within the school, maintaining confidentiality at all times. They assist the School Business Manager with all the planning and development of support services.</p>
<p><b>Principle Accountabilities:</b></p> <ul style="list-style-type: none"> <li>• Be committed to the safeguarding and promotion of the welfare of children and young people</li> <li>• Comply with the policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person</li> <li>• Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the school working environment</li> <li>• Contribute to the overall ethos/work/aims of the school</li> <li>• Establish constructive relationships and communication with all staff and other agencies/professional</li> <li>• Recognise own strengths and areas of expertise and use these to advise and support others</li> <li>• Participate in training and other learning activities and performance development as required</li> <li>• Develop an office team that delivers and meets the needs of the school</li> <li>• Ensure that all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the building</li> <li>• Line manage and organise all administrative staff ensuring the smooth and effective running of the school office and all administrative and communicative systems</li> <li>• Manage administrative staff performance and appraisal</li> <li>• Ensure that all members of the office present, at all times, a positive image to the school to all staff, parents and visitors both internally and externally</li> </ul>
<p><b>Confidentiality</b></p> <ul style="list-style-type: none"> <li>• An understanding of the confidential nature of their role at the school</li> </ul>
<p>Duties (Please note the following are indicative not exhaustive duties of the role)</p>
<p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>• Supervise the day-to-day work of the administrative function of the school office.</li> <li>• Contribute towards the planning, development and organisation of the support service systems, procedures and policies</li> <li>• Manage, supervise, train and develop administrative staff as appropriate</li> </ul>

- Assist in the organisation of school trips/events in cooperation with other staff. To ensure that staff and external providers (e.g. coach companies) have completed all associated risk assessments

### **Administration**

- Develop, and manage manual and record/information systems, especially for SIMS, NovaT6
- Update systems of operations in line with developing IT
- Prepare, administer and submit the Census
- Undertake foundation aspects of timetabling, printing replacement timetables for students, adjusting class lists with approval from senior staff
- Complete duty rotas for all staff, including the patrol, break and lunchtimes
- Analyse and evaluate data/information and produce reports/information/data as required
- Ensure that school letters and administration are prioritised and distributed in appropriate time frames
- Undertake the SIMS options process for students commencing GCSE courses
- Compiling a set of annual documents for operational use for example – student and staff lists, rotas, key SEN/D students etc
- Undertake work processing and complex tasks at the direction of leaders (directors of learning, middle leaders and senior leaders)
- Provide personal, administrative and organisational support to other staff to ensure the smooth running and effectiveness of school systems
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Book training courses for all staff. Maintain records of statutory and health and safety related training.
- Maintain systems on of internal online training, Blue Sky, Smartlog and Educare.
- Manage the administration of recruitment including advertising, collating documentation, medical clearance and DBS checks as required
- Manage the school's admissions process in collaboration with the School Business Manager
- Delegate effectively, holding team members to account
- To take minutes of meetings, as required, maintaining confidentiality at all times
- To undertake any other reasonable request from the line manager or senior staff

### **Resources**

- Oversee and operate relevant equipment and IT packages (e.g. the school's MIS system, the franking machine etc)
- 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 office expenditure with an agreed budget
- Manage records of school licenses and insurances in collaboration with the SBM
- Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available
- Manage the team around ensuring highly effective work practice around attendance, punctuality and work output

**Arrangements for appraisal of performance:**

There is an annual appraisal cycle carried out by line managers, which seeks to acknowledge success, resolve problems and identify training / development needs

*The Post holder may be required to perform duties other than those given above. These may vary from time to time without changing the general level of responsibility. Such variations would not justify the re-evaluation of a post.*

**Person Specification:**

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working with pupils of relevant age</li> <li>• Working in an office environment at senior level</li> <li>• Organising, leading and motivating other staff</li> <li>• Developing, managing and operating clerical/administrative/ and organisational systems</li> <li>• Managing staff</li> <li>• Analysing and evaluating data</li> <li>• Experience of school admissions and census</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ3 in Business Administration or equivalent qualification or experience in relevant discipline (or working towards)</li> <li>• Educated to a degree level (desirable)</li> <li>• GCSE (or equivalent) A*-C in English and Maths (essential)</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Effective use of IT packages including SIMS</li> <li>• Use of specialist equipment / resources</li> <li>• Full working knowledge of relevant policies / codes of practice / legislation</li> <li>• Ability to organise, lead and motivate other staff</li> <li>• Ability to plan and develop systems</li> <li>• Ability to relate well to children and adults</li> <li>• Work constructively as part of a team, understanding school roles and responsibilities and your own position within these</li> <li>• Ability to self-evaluate learning needs and actively seek learning opportunities</li> <li>• Excellent attention to detail</li> <li>• Excellent literacy/numeracy skills</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to plan, organise and prioritise</li> <li>• Experience of basic HR practice</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> <li>• A sense of perspective and humour</li> </ul>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Commitment to implementation of the school's equal opportunities policy</li> </ul>

<b>Continuous Professional Development</b>	<ul style="list-style-type: none"><li>• Willingness to undertake additional training / staff development as appropriate</li><li>• Ability to reflect on your own professional practice</li></ul>
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***We are committed to safeguarding and promoting the welfare of our students. All roles are subject to safeguarding screening appropriate to the post, including checks of past employers and disclosures with the relevant body at an enhanced level. New DBS checks are conducted at regular intervals for current post holders.***