

JOB DESCRIPTION

Post:	Office Manager
Reporting to:	Executive Headteacher / Heads of School
Designated School:	Delce Academy
Weeks per year:	Term time + 5 inset days
Working hours:	37 hours per week
Salary	Medway NJC Grade: C1 (salary will be pro rata to working hours / days)

Core Purpose

Ensure high-quality customer focused management of the administrative service for pupils, parents/carers, staff and volunteers;

- Ensure that office staff create a professional, positive and welcoming reception for pupils, parents/carers, visitors, staff and volunteers;
- Line manage, supervise, train and develop office staff ensuring the smooth and effective running of the school office supporting with workload as required;
- Ensure the office and reception areas are kept tidy, organised and in good order at all times and ensure all visitor checks and health and safety processes are in place;
- Be the main point of contact for parents/carers, providing them with information regarding school systems and events as needed;
- Oversee the daily administration of the school office including ensuring the receptionist is fully supported to avoid delays in the reception area;
- Oversee the work of the SEN and Attendance Officer, providing assistance when necessary;
- Ensure the reception and school office is appropriately staffed at all times, including providing cover for sickness/absence and holidays.
- Be responsible for Health and Safety issues including;
 - ensuring visitors correctly follow procedures for signing in and are accompanied to their destination within school;
 - fire drill and evaluation processes are followed, and staff are fully aware of their roles;
 - ensuring sickness and injury report forms are completed and recorded as appropriate.

Administration

- Manage manual and computerised school records/information systems (SIMS) ensuring retention schedule, data protection law and confidentiality are adhered to at all times - including but not limited to:
 - responsibility for the update of information ensuring all relevant members of staff are aware of any changes;
 - maintaining the separated families lists, ensuring all correspondence is sent to all parties as requested;
 - obtaining and sending pupil CTF and paper files.
- Provide administrative and organisational support to Executive Headteacher and other school leaders as directed;
- Manage the school minibus booking, liaising with the driver, staff and finance as required;
- Provide support and information for school staff as necessary, including sending letters and information to parents as requested, updating and distributing school internal telephone directory and ensuring all staff receive their post daily;
- Oversee all post to and from the school ensuring that incoming post is accounted for and distributed in a timely manner, that accurate records are kept of signed for parcels and outgoing post is correctly franked and mailed.

- Order, monitor and manage admin staff stationary stock including Academic Diaries and Educational Planners, ensuring best value for money and following the school's purchasing processes;
- Oversee and operate relevant equipment and IT packages including the franking machine and the school phone answerphone including recording messages and ensuring staff are updated regularly with the relevant information.

Other Requirements

- Support the organisation and management of hospitality for school visitors and school events (such as parent consultation meetings and other events);
- Provide support to other departments as capacity allows;
- Attend, organise and participate in meetings and training as required;
- Contribute to the overall ethos/work/aims of the school.

Systems and Organisation

Administrative Tasks

- List all the tasks that need to be completed in order for the office to run effectively and allocate staff members to each task to encourage ownership of tasks and to make it easier to monitor the quality of completed tasks;
- Create a timetable for each member of the team, including dates by which major or regular tasks must be completed to maintain consistency and allow the office manager to monitor any time management issues.

Administration Manual

- Create a brief, bullet-pointed administration manual clarifying how each task should be completed to ensure tasks are completed in a consistent and streamlined manner;
- Ask the named people (see administrative task list above) to contribute to the manual so that it is seen as a whole-team development, rather than an instruction from the office manager.

Communication Technology

- Ensure the team use email for messages intended for all staff and do not rely on notes or memos;
- Ensure that all messages taken by telephone are emailed to recipients;
- Create email distribution groups to save time in drafting correspondence.

Staff Administrative Tasks

- Establish an 'administrative tasks' tray with a simple form that asks for;
 - A brief description of the task;
 - Who has requested the task;
 - The deadline;
 - Any supporting paperwork to be attached.

In order to minimise the need for other staff to take up valuable office time with lengthy explanations of administrative tasks that they would like office staff to complete.

Streamline Systems and Procedures

- Systematically streamline systems and procedures throughout the office in order to improve efficiency and communication. Compose clear written procedures for inclusion in the staff handbook (explained below) for dealing with invoices, expenses, petty cash or school trips to minimise confusion.

Central System for Reporting Premises and ICT issues

- Establish a central reporting system for informing the site manager and IT co-ordinator of issues in order to minimise the involvement of office staff in fielding questions on these subjects.

Staff Handbook

- Create a clear and concise handbook for all staff explaining how the school works, from basic office functions to payroll, staff lists and health and safety.
- Ensure the handbook is updated every year.

Online Filing System

- Implement a clearly structured and labelled online filing system with a good naming and version control policy for documents to minimise confusion about where documents are held;
- Create the ideal new structure and file all old documents in a folder called 'to be archived on dd/mm/yyyy'. Give staff a month to transfer or rename documents to the new folder structure, and then archive the remaining documents;
- Encourage good housekeeping among staff.

Old files

- Remove clutter from the office and archive all office files in clearly labelled archive boxes including destruction dates as per the document retention policy so that only current files are available in the office;
- In the central online filing system, keep a spreadsheet of box contents alongside the box numbers so that files can be quickly retrieved as necessary.

Templates for Documents

- Create clear and consistent templates for documents and keep them in a 'Templates' folder on a shared drive or online filing system to minimise the number of times staff ask for forms;
- Keep hard copies of the most popular forms in a folder in the school office.

Administration Team Meetings

- Arrange team meetings on a set day and time every fortnight, ask all team members to contribute to the agenda for each meeting.

Leadership and Management

Improving the Efficiency of the School Office

- Know how to establish systems for information management in school;
- Understand the range and type of communication systems available and ensure appropriate methods are used for different contexts;
- Manage the provision of a range of office services designed to meet the needs of different stakeholder groups;
- Understand the importance of office design, organisation and structure in creating a high performing office team;
- Make sound judgments about the efficiency, effectiveness and value for money of the office system within the school.

Statutory Returns

- Manage and oversee the timely completion of DfE reports and returns including the workforce census and the pupil census and provision of census information, including pupil premium, SEN, EAL and Free School Meals etc.

Safeguarding

- Maintain and manage the school's Single Central Register, ensuring all school staff DBS checks are up-to-date every 3 years;
- To take the lead on safer recruitment including receiving and collating new staff information and arranging interview timetables with the Executive headteacher and in close liaison with HR Manager.

Accountability:

- Develop and maintain effective working relationships with members of the Administration Team and other staff by supporting their work and using their strengths and expertise to support and develop own working practices and procedures.

This job description does not form part of the contract of employment. It outlines the key tasks and responsibilities of the role, it is not exhaustive, and the Trust expects its employees to work flexibly within the framework of the duties and responsibilities specified. This Job Description has been prepared for the purpose of school organisation and it may change as your contract or the organisation of the school changes.

CASTLE Trust and its schools are committed to safeguarding and promoting the welfare of all pupils and we expect all staff and volunteers to share this commitment. Any offer to successful candidates will be conditional upon receipt of references satisfactory to the CEO and a clear Enhanced Disclosure from the Disclosure & Barring Service.

OFFICE MANAGER
Person Specification

	Essential	Desirable
Qualifications	Education to Level 3, including GCSE English and Maths (Grade A* – C).	
Experience/Knowledge	<p>Excellent communication skills both written and verbal with a keen attention to detail.</p> <p>Excellent IT skills (Word, Excel, Mail Merge, Outlook, Publisher).</p> <p>Experience working in an office environment at a senior level.</p> <p>Database experience essential.</p>	<p>Experience of working in a school office.</p> <p>Experience with using SIMs.</p> <p>Basic understanding of the Data Protection Act and GDPR.</p>
Skills and Attributes	<p>Ability and willingness to take decisions and deal with complex/challenging problems.</p> <p>Ability to manage time effectively both for self and others.</p> <p>Ability to work accurately under pressure, and to be able to cope with and adapt to change and the many interruptions in a busy office environment.</p> <p>Ability to be assertive when necessary, to achieve appropriate priorities and outcomes.</p> <p>To work as part of a team, overseeing the work of others liaising with colleagues across the school.</p> <p>To be able to communicate and correspond clearly and effectively with pupils, parents/carers, staff and outside agencies on a professional basis.</p> <p>The ability to organise and prioritise tasks in workings to deadlines.</p> <p>Ability to assess defuse confrontational situations, listening actively and making people feel positive and included.</p> <p>Excellent attendance and time-keeping record.</p> <p>The ability to maintain confidentiality at all times.</p>	
Personal Attributes	<p>A commitment to Child Protection.</p> <p>Highly dependable and totally trustworthy.</p> <p>Positive and enthusiastic.</p> <p>Works autonomously in completing core job functions.</p> <p>Able to present a suitable professional image for this role.</p> <p>Committed to developing own skills and knowledge.</p>	