

Exceed Academies Trust

POST TITLE:

OFFICE MANAGER

INTRODUCTION

1. Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job profile.
2. Employees should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.
3. The Exceed Academies Trust is an Equal Opportunities Employer and requires its employees to comply with all current equality policies in terms of equal opportunity for employment.
4. The Trust is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.

Taking a senior role in administration and support services, the postholder will be responsible for managing administrative staff, directing the work of the team to ensure the provision of an outstanding service to colleagues encompassing reprographics, data entry, reception duty and any other paperwork associated with working in a school office environment. This may also include personally working on payroll admin, recruitment admin and finance admin, as required by the school.

The Office Manager will lead and manage all admin staff and admin functions, promoting the electronic management and processing of tasks within the admin team, analysing effectiveness and reporting to the leadership team.

The Office Manager may delegate duties but must retain oversight of the admin functions, cashless payment systems, as well as managing requests for admin support from both teaching and non-teaching staff, using the resources available within the school office but retaining overall responsibility.

The Office Manager will lead on safeguarding procedures for visitors to the Academy, ensuring relevant safeguarding and ID checks are completed in accordance with Academy safeguarding policies and mandatory Single Central Record (SCR). Other key responsibilities will include but not be limited to staff absence reporting, organisation of events, such as parent's evening and possibly the use of the Local Authority's EVOLVE planning system to manage trips and visits for the Academy. The Office Manager will also work with the central HR team to process staff payroll each month along with other HR related tasks.

The Office Manager will be responsible to the Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, dealing with exceptional or complex queries from senior members of staff. The postholder will also be expected to assist in a comprehensive review of the administrative service level agreement in order to drive improvements in the service offered to staff, parents, students, stakeholders and the wider community. The Office Manager will oversee other staff within the admin team or office, the postholder will allocate work/tasks to other support team members to ensure continuation of essential services, making day to day decisions regarding the organisation of workloads.

To provide prompt and effective information, advice and access to services provided by the school to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Delivering and monitoring the effectiveness of training to admin staff (continuous professional development). Promoting the school to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Person Specification)

EFFORT DEMANDS:

- Will work under own initiative with limited supervision, working to the priorities set by the Headteacher.
- To contribute to the overall ethos/work/aims of the school.
- Will make complex decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.
- Day to day decisions regarding the organisation of the working area/workload and school priorities; assisting with the planning and development of the support services.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

RESPONSIBILITIES:

ORGANISATION

- To give complex advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and making judgements within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Dealing with routine and less routine enquiries. Given the changing needs of the school, workloads can vary to involve less routine tasks and the post holder will be expected to undertake these with little or no supervision as they arise, verifying/authorising actions where applicable, liaising with senior members of staff on more complex issues if necessary.
- Provide organisational and complex advisory support to the Governing Body.
- Responsible for the planning, review and organisation of support service systems, procedures and policies; participating in specialist groups to contribute to the resolution of issues, assisting in the development of new and complex procedures and addressing new issues or operational methods whilst supporting work on one off projects.
- Management and supervision of support staff, students on work experience, trainees and voluntary helpers including regular team meetings, sickness monitoring, and staff appraisals etc., as well as deputising for the lead member of staff in their absence, coordinating and delegating relevant activities.
- Training new and existing members of staff.
- Undertake reception duties, answering complex telephone and face-to-face enquiries and signing in visitors.
- Take a lead role and participate in the recruitment of support staff, managing associated employment procedures.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.

ADMINISTRATION

- Provide an effective and efficient comprehensive administrative service, including the full range of administrative duties.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Maintain and collate pupil reports.

- Complex data inputting of computerised records/management information systems, including payroll systems.
- Research, produce, analyse, interpret and interrogate complex data/information/detailed reports on a daily basis as appropriate to the school to facilitate the completion of internal/external performance requirements e.g. pupils data.
- Undertake typing, word-processing and complex IT based tasks (audio and copy typing services, letters, memos, minutes etc), some of which may be highly confidential and sensitive in nature.
- Undertake confidential and routine administration, e.g. documents and reports, responding to complex letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating support team meetings as well as other school meetings on behalf of school staff and Governors/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school/school lettings and other uses of school premises.

RESOURCES

- Responsible for the safe keeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. photocopier, computer.
- Manage School licenses, insurance and service contracts.
- Support the Headteacher & SLT and take a lead role on budget matters relating to the school including planning, monitoring, managing expenditure, evaluating, production of financial information to assist in the completion of internal and external financial requirements and audits, undertaking complex calculations as appropriate and accounting/banking etc.
- Maintaining stock and supplies, processing orders, checking delivery notes and invoices ensuring they are correctly recorded, cataloguing and distributing as required with regular audits of resources.
- Take a lead role in procurement in accordance with the school's procurement policies and procedures.
- Responsible for the collection and recording of school dinner money (using the electronic, cashless payment system ParentPay), acting as first point of contact for enquiries relating to ParentPay accounts and other routine financial administration. There may be occasions when the post holder will be handling of substantial amounts of cash with access to the school safe.
- Manage facilities including premises, lettings and associated income, building and projects etc. as and when required
- Oversee parent procurement of uniform from the Academy and/or external suppliers.

OTHER

- Use good common sense and exercise considerable initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and wellbeing of the pupils.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Take a lead role in one off projects e.g. participating in the development of new computerised systems.
- Make ad hoc travel arrangements for staff/pupils.
- Organise and arrange school events/trips etc.
- Assist with marketing and promotion of the school, developing constructive relationships and communicate with other agencies and professionals.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the school.
- To be responsible for reporting building maintenance in accordance with health and safety requirements; taking a lead in health and safety management working collaboratively with the caretaker/site supervisor.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- May be a key holder and have security responsibilities.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

Fluency Duty

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level

Intermediate Threshold Level

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

OTHER CONSIDERATIONS

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection (GDPR) Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

PERSON SPECIFICATION:

	ESSENTIAL (E) DESIRABLE (D)
EXPERIENCE:	<ul style="list-style-type: none"> • Experience using Microsoft Office and complex databases with excellent IT skills. (E) • Experience of working in a school office environment at a senior level to include development, management and operation of administrative/ICT systems. (E) • Experience of working in a school office. (E) • Experience of supervising or managing staff in an administrative setting. (E) • Knowledge and experience of school safeguarding processes and procedures (E) • Experience of financial management including budgets. (E) • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level (E)
QUALIFICATIONS/ TRAINING:	<ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). (E) • NVQ4 (or equivalent) in a relevant discipline. (D)
KNOWLEDGE/SKILLS:	<ul style="list-style-type: none"> • Extensive experience of higher level school office work including the full range of reception duties and dealing with a complex workload. (E) • Knowledge of schools and how a support service within a school is run. (E) • Excellent literacy and numeracy. (E) • Excellent communication skills including telephone/reception skills. (E) • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. (E) • Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). This should include the production of detailed reports, presentations, visual aids, new forms etc. (E) • Experience of maintaining complex financial information systems and making payments. (E) • Have a neat and organised approach to work. (E) • Be willing, courteous and able to work both using your own initiative and in a team. (E) • Respect confidentiality. (E) • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. (E)