



JOB DESCRIPTION

Job Title: Office Manager

Employment Status: Permanent

Working hours: 37 Hours

Working weeks: Term Time only plus 20 days

Main Duties and Responsibilities

- To be responsible for the direction and management of the school administration team and lunchtime supervisors ensuring that an effective and efficient service is delivered to all stakeholders and this continues in any period of staff absence.
- To ensure an efficient and effective 'Front of House' reception service is provided to the school's students, parents and visitors, including dealing with escalated issues with parents and students where necessary
- To oversee school attendance and provide support to the Attendance Officer when needed. This will provide an efficient and effective service whilst maintaining the school's robust attendance policies and procedures.
- To prioritise workloads of staff within the department as appropriate, to meet the needs of the school.
- To carry out performance management of administration staff and lunchtime supervision staff.
- Maintain high levels of confidentiality at all times.

School Events

- To attend, organise and oversee arrangements for school events to include parent and information evenings and the annual Careers and Prize Giving events liaising and working alongside key colleagues.
- To liaise with members of SLT to ensure that all school events are planned and details are communicated to school staff within the agreed time period, appear on the school calendar and website.
- To ensure, in conjunction with the relevant school staff, that school events adhere to relevant statutory requirements including health and safety risk assessments, safeguarding and GDPR legislation.
- To ensure that school events are regularly reviewed and necessary changes are implemented to ensure the events are always show the school in the best possible light and that all stakeholders have a good experience.



School administration office procedures

- To oversee the school's first-aid/medical arrangements ensuring that the school's procedures are adhered to and that health and safety procedures are followed. This includes maintaining a back-up first aid rota, overseeing the maintenance of first aid boxes throughout the school, monitoring training requirements and liaison with the Trust/school's estates colleagues in relation to health and safety.
- To ensure an effective and efficient administrative support is available to subject departments and Houses.
- To oversee and develop the school's reprographics provision, including the monitoring of requests and taking into account copyright regulations.
- To manage school office staff to maintain the school's online filing system, MStore, effectively and efficiently carry out checks to ensure procedures are being followed.
- To facilitate support to the Pastoral Team to ensure that school records are accurate and information is disseminated to the first aid staff with regards to the immunisation programme.
- To monitor the attendance and time-keeping (including any additional hours worked and/or overtime requests) of staff within the team.

Managing People

- To ensure that administrative staff and lunchtime supervisors within the team receive appropriate induction, training and CPD that keep them abreast of their specific role and responsibilities.
- Complete target setting for individuals in the team through the appraisal process which are conducive to the needs of the department and school.
- Discuss the professional development, career aspirations, performance, wellbeing and workload of direct reports through regular one to one meetings within and outside of the formal appraisal process
- Give explicit encouragement and make self available for supporting others
- Fosters a culture of excellent team-working where all staff are respectful, supportive and work collectively towards their goals
- To hold regular meetings with the team for dissemination purposes and to ensure the team are informed of forthcoming events to allow for planning and work priority.
- Energise and inspire others to deliver exceptional performance
- To train, mentor and coach staff in the development of their skill



Other Responsibilities

- In conjunction with key colleagues ensure that the school's visitor procedure is strictly adhered to
- To attend staff briefings in order to inform staff of relevant information and to disseminate information back to administrative staff.
- To effectively deploy the lunchtime supervisors ensuring they are present at the canteen and other key locations at key times of the day
- In liaison with the Communications and Admissions Manager ensure that the school's 'Emergency Box' is maintained in relation to staff and student starters and leavers
- To assist in responding to emails from parents and members of the public in a timely manner.
- To oversee the school's post and parcel deliveries to ensure correct procedures are followed, including ensuring the legal requirements for exams packages are adhered to by reception and administration staff as appropriate.
- To oversee and manage expenditure for budgets that are specific to the post holder's key responsibilities
- Ensure that the school's GDPR procedures are followed and adhered to at all times.

Safeguarding and Child Protection

- Knows what to do if they have concerns about a child
- Take on the responsibility for providing a safe environment and promoting children's welfare
- Undertake regular safeguarding and child protection training
- Familiarise themselves with (KCSIE) and local policies and procedures as directed by the trust/academy
- Takes a leading role in ensuring the school's visitor procedure is followed by staff

Other

- To carry out any other duties as directed by the senior staff that are within the scope, purpose and spirit of the role
- Attend regular CPD as required by the school, and other optional relevant CPD to develop good practice
- Undertake further and continuous training appropriate to the post



PERSON SPECIFICATION – Office Manager Blue Coat CofE School & Music College		Essential	Desirable
Education and Qualifications	GCSE Grade C/4 or above in English and Mathematics	✓	
	Level 3 or above qualification in business administration, childcare, customer service, supporting teaching and learning or a similar subject.	✓	
	Higher level (Level 4 or above) qualifications in a suitable subject		✓
	First aid trained		✓
Experience	Experience of working within an administrative/reception background	✓	
	Prior working experience in a school or academy setting	✓	
	Worked closely with young people on a voluntary or paid basis.	✓	
	Experience of supervising, mentoring or assigning tasks to others	✓	
	Demonstrable experience of maintaining, developing and improving administration systems	✓	
	Experience in developing processes and procedures in a customer service and/or school setting		✓
	Experience of directly line managing others		✓
Skills and Knowledge	Good understanding of management information systems (e.g. SIMS) and able to input and extract reports	✓	
	Excellent interpersonal skills, with the ability to build effective relationships, both internally and externally	✓	
	Good understanding of common Microsoft packages and is able to best determine the software needed for the task (such as word, excel etc.)	✓	
	Excellent communication skills	✓	
	Able to lead a team in a very busy working environment, managing multiple conflicting demands and priorities		✓
	Able to present data in a meaningful way to demonstrate impact, patterns and trends		✓
	Proficient in recording minutes		✓
	Able to train others on management information systems such as SIMS		✓
	Dedicated to our vision that all children are entitled to a first-class education	✓	



Personal Qualities	Possesses a genuine belief that all children are equal and celebrates the diversity in our school communities	✓	
	Self-motivated and able to work on own initiative without supervision	✓	
	Works with honesty and integrity	✓	
	Emotional resilience in working with challenging behaviour	✓	
	Recognises the importance of protecting their own personal wellbeing	✓	
	Committed to making children feel happy, safe and secure	✓	
	Results driven and constantly looking for ways to improve the department and school move forward with its priorities	✓	
	Able to constantly find new ways to improve their work output by diligently managing their time and utilising new methods for organising and prioritising their work		✓
	Emotionally intelligent; possesses a good understanding of their own behaviour and its impact on others		✓
	Able to resolve conflict and de-escalate intense situations		✓
Safeguarding and Child Protection	Understands their role in safeguarding and protecting children	✓	
	Develops appropriate professional boundaries with children. Knows not to build friendships	✓	
	Awareness of the key safeguarding processes in a school	✓	
	A realistic appreciation of the challenges involved in working with children	✓	
	Committed to improving safeguarding processes and practices. Sees it as part of their job	✓	
	In-depth understanding of the requirements of Keeping Children Safe in Education		✓
Professional Development	Willing to participate in further appropriate professional development	✓	
	Positive approach to own continuous personal professional development and training		✓



Core Competencies	Clear understanding and commitment to safeguard and protect children	✓	
	Adopts an inclusive approach to followers and non-followers of the Christian faith and committed to equal opportunities and respecting diversity in all forms	✓	
	Conscientiously adheres to school / trust policies and procedures and works ethically	✓	
	Works in a way, which abides to the school values of Care, Hard Work, Respect, Integrity, Servanthood and working Together	✓	
	Embraces the vision "Living life in all its fullness" and devotedly helps all students achieve this	✓	

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.