



Job Description

Office Manager

School	Bradstow School
Post	Office Manager
Salary Scale	Scale 5
Hours	37 per week, 52 weeks per year
Responsible to	Principal
Responsible for	Receptionist

Aim of the Post:

To lead on providing an excellent experience for all visitors to the school, and those making with the contact with the school. To lead on delivering excellent administrative support to the school's senior leaders.

Please note that this job description contains a high number of duties. The Office Manager will work collaboratively and effectively with the Receptionist to ensure that all duties are covered between the two posts – not necessarily doing each one themselves.

Duties:

- 1) To create, foster and safeguard a culture of customer-focussed service for the school's reception and general administration function
- 2) Ensure the smooth and effective running of the school office and all administrative and communicative systems
- 3) Contribute towards the planning, development and organisation of support service systems, procedures and policies, leading on those which are most relevant to the general administration and reception functions of the school
- 4) Assist in the organisation of school trips in cooperation with other staff. This includes ensuring that staff and external providers (e.g. coach companies) have completed all associated risk assessments, and to co-ordinate arrangements for pupil transport on travel home and travel back days
- 5) Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- 6) 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 school
- 7) Line manage the Receptionist and any other staff as allocated from time to time, including reviewing staff performance and carrying out appraisals

- 8) Develop an office team that delivers and meets the needs of the school
- 9) Take all decisions in line with the vision and values of the school, and encourage others to do the same
- 10) To liaise, with tact and diplomacy with other school staff and others outside the school, particularly parents and representatives of the Local Authority and the local community generally.
- 11) Manage manual and computerised record/information systems with care and diligence, particularly as affects pupil records, and ensuring that self and the Receptionist act in accordance with agreed procedures as appropriate
- 12) Analyse and evaluate data/information and produce reports/information/data as required
- 13) Provide personal, administrative and organisational support to the Principal, SSG, CMT and EMT including but not limited to:
 - a) Arranging refreshments and hospitality for these staff and their visitors and guests;
 - b) Secretarial and organisational tasks;
 - c) Production of data and reports as required;
 - d) Act as a key partner with the external Clerk to Governors to ensure the efficient and timely distribution of information to Governors, arrangement of Governor visits, clerking of Governor sub-committees and so on;
 - e) Clerking meetings as required;
 - f) Proactive authoring and sending of communications to external partners, parents etc, on own initiative and to agreed standards, with minimal support from others
 - g) Updating the school's website, social media platforms and communication platforms with parents
 - h) Ensuring the management of the school's group email addresses, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- 14) To develop, maintain and improve systems for the accurate and timely logging of matters required by the Principal including, but not limited to:
 - a) Complaints;
 - b) Data protection issues and Subject Access Requests;
 - c) Fixed term and permanent exclusions;
 - d) Register of prospective pupils, tracking the progress of applications for spaces and so on;
 - e) Register of policies and the proactive updating of policies as required.
- 15) Manage and organise completed forms and surveys from parents, staff and so on
- 16) Organise and distribute incoming and outgoing post
- 17) Annual Reviews - booking/re-arranging, reminders, chasing for paperwork, sending out paperwork, printing packs, typing and distributing minutes, uploading minutes to ClearCare
- 18) Interim annual reviews – same as above
- 19) Tybach flat on-site for family visits – regular contact with parents to book this

- 20) Social media and parental contact systems – uploading/typing letters, uploading sign and sound of the week
- 21) Maintaining pupil year chart
- 22) Exclusions – returns as required to LA, DfE etc
- 23) Setting up new student files
- 24) Overseeing the storage of accurate and complete information in the school's management information systems including irregular updating of family information, archiving students, sending students data sheets
- 25) Maintaining various contact lists
- 26) Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- 27) Oversee and operate relevant equipment and IT packages (e.g. the school's MIS system)
- 28) Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available
- 29) Culture:
 - a) To role model, at an exemplary level, values of probity and integrity appropriate to a leader in the public sector.
 - b) To role model values of empathy and compassion towards our young people but also colleagues, particularly in roles having more intense contact with young people than this post usually will.
- 30) Read and follow the relevant school policies
- 31) Undertake training required to develop in the role
- 32) Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- 33) Contribute to the safety of children and young people and protect them from harm complying at all times with the school's safeguarding policies and procedures



Person Specification

Office Manager

Qualifications Experience and Qualities

Essential:

- 1) A warm, personable and efficient approach and style, role-modelling excelling in customer service, whether as in visitors to reception, or colleagues needing administrative support
- 2) Working in an office environment at senior level
- 3) Organising, leading and motivating other staff
- 4) Developing, managing and operating clerical/administrative/financial and organisational systems
- 5) Managing staff
- 6) Analysing and evaluating data
- 7) Excellent attention to detail
- 8) Excellent literacy and numeracy skills
- 9) Competent use of IT packages including word processing and spreadsheet applications
- 10) Ability to use relevant office equipment effectively
- 11) Ability to plan, organise and prioritise
- 12) Understanding of data protection and confidentiality
- 13) Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school
- 14) Ability to work under pressure and prioritise effectively
- 15) Commitment to maintaining confidentiality at all times
- 16) Commitment to safeguarding and equality
- 17) Embraces change well, with ability and willingness to act on own initiative as appropriate
- 18) Deals with difficult situations effectively

Desirable:

- 1) Experience of promoting the ethos and values of the school and getting the best outcomes for all pupils
- 2) Understanding of safeguarding
- 3) Experience of working with computerised accounting systems and school MIS systems
- 4) Working with children or young people