

Office Manager Job Description



Office Manager

Organise and supervise administrative systems within the School. Contribute to the planning, development and monitoring of support services and/or management of support staff, including co-ordination and delegation of relevant activities. The duties may be varied to meet the changing needs and demands of the school at the discretion of the SBM/Headteacher. The following denotes the way the post holder is expected and required to perform and complete particular duties.

Key Responsibilities:

- Take a lead role in planning, development, design, organisation and monitoring of support systems/procedures/policies
- Indirect Line Management responsibilities:
 - Manage support staff
 - Liaise between managers and staff
 - Undertake induction/training/mentoring staff as required
 - Supervise, train and develop staff as appropriate
- To develop an office team that delivers and meets the needs of the school
- To liaise with key professionals within the school as appropriate and communicate effectively to ensure professional and seamless working
- To ensure all staff consistently create a professional, welcoming and warm reception for all visitors, staff and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the building
- To line manage and organise all administrative staff ensuring the smooth and effective running of the school office and all administrative and communicative systems
- To manage administrative staff performance and appraisal
- To oversee all school records and relevant IT systems to ensure a smooth running of all school administration
- To oversee the school MIS system
- To ensure the school office and stores are kept tidy, organised and in good order at all times
- To lead by example and portray a positive image of the school to all staff, parents and visitors both internally and externally
- To establish standardised administrative systems, processes and working practices across the school
- To be responsible for the maintenance of clear and effective filing records and other systems and to keep them updated in accordance with legal requirements
- To use electronic office based systems wherever possible and to minimise paper based records
- To promote the delivery of a standardised set of high quality secretarial, administrative, customer service and time management skills across the office team
- To hold a current first aid certificate – training will be provided on this
- To oversee the school website, ensuring compliance with current legislation
- To oversee the school inventory system, ensuring it is kept up to date
- To assist with school events and the promotion of the school
- To manage queries and provide information and advice about the school and school activities to parents, students and visitors by phone or written communications
- To ensure efficient and timely communication of school events and activities to office staff and ensure office staff workloads are effectively managed, prioritised and monitored to meet relevant deadlines and to report to the SBM when there are difficulties in achieving or managing this
- To ensure admin staff are appropriately trained and maintain relevant CPD

- To oversee the administration of school admissions and ensure regular liaison with relevant school staff, disseminating relevant documentation and maintain regular correspondence with relevant staff, external authorities and persons
- To ensure appropriate work coverage within the school office which may be necessary during any school holiday times
- To oversee the administration and correspondence for residential and non-residential school visits and curriculum related activities in liaison with relevant school staff
- To oversee any communications with Local Authorities regarding EHCP or student related information. To support the SLT in the preparation and arrangements for annual review meetings and any additional multi-agency meetings
- To support in the organisation of information, as required, for example; professional multiagency meetings, conferences, tribunals
- To oversee the setting up of refreshments / furniture / ICT equipment / signing in procedures and stationery etc in relation to meetings / events / assemblies
- To assist the SBM in moving towards a 'paperless office'
- To manage staff log ins for various software systems
- To manage the registration of pupils names / ordering of test materials / submission of assessment data for EYFS / KS1 / KS2
- To manage photocopiers and printers, ensuring best value is adhered to and printing costs are kept to a minimum
- To oversee the out of school club (ensuring all policies / risk assessments / procedures are current)

ADMINISTRATION:

- Take lead role in the development and maintenance of record/information systems
- Provide detailed analysis and evaluation of data/and produce detailed reports/information as required
- Produce, and respond to, complex correspondence and queries
- Provide organisational and complex advisory support to other staff and the Governing Body
- Manage complex administrative procedures
- Be responsible for completion and submission of complex forms, returns etc., including those to outside agencies e.g. DfE
- Manage the administration of FMS
- Undertake administration of school lettings and other uses of school premises

The following responsibilities are common to all Administrative support staff. To undertake similar duties, commensurate with the level of the post, at the discretion of the senior members of staff. These duties may include (not limited to):

- General clerical / administrative / filing support / reprographics
- Supporting preparations for major school events
- Communications with staff, students, parents and other external stakeholders
- Administration supporting the functions of admissions, attendance and/or behaviour, student welfare and data management
- To ensure the smooth running of the office, organise day to day activities and tasks and contribute to the planning and development of the administrative support for the school and its Senior Management
- To answer telephones and emails courteously, with sensitivity and confidence, using initiative as required and forward detailed messages as appropriate
- To ensure the office email account is managed appropriately and emails are deleted once dealt with
- To provide the full range of secretarial skills and office skills to cover work generated by the Headteacher, Senior Leadership team and teaching staff

- To organise paperwork and take minutes at SLT meetings, annual reviews and Governor meetings when required
- To oversee the school's diary/room booking system, dealing with any relevant administrative and organisational issues
- To manage office supplies and first aid equipment, re-ordering as necessary
- To provide first aid to students and staff as necessary and in a sympathetic and efficient manner, ensuring the correct records are kept and logged and the SBM is made aware of injuries that are more serious. To communicate with parents where necessary and in line with policy, particularly for collection of child or for head injuries
- To administer medicines to any student as required (following school policy)
- To manage the production of the parent newsletter and ensure its timely distribution
- To assist the PTFA in organising / promoting events (filing minutes and manage the undertaking of any office related items)
- To handle and manage delegated phone and email enquiries for the Headteacher and Business Manager
- To ensure incoming / outgoing mail is dealt with appropriately
- To maintain a record of software / apps that are being utilised in school, ensuring privacy notices are obtained for new software and reporting potential new purchases to the SBM
- To draft and type correspondence, create mail merges, manage whole school mailings, produce reports and complete official returns when required
- To ensure all regulations relating to GDPR are adhered to
- To assist the SBM in marketing the school
- To carry out projects and tasks as directed

GENERAL ADMINISTRATION

Students:

- To manage all administration processes and systems for admissions and for school leavers (including the maintenance of the school admissions register)
- To liaise with outside providers for records and information about students
- To manage the accurate recording of attendance data and reasons for absence, including school registers and student and staff records and to ensure weekly reports are undertaken for SLT
- To liaise with parents regarding sickness and non-attendance
- To ensure up to date pupil consent forms are received and recorded
- To support the admissions process for potential parents to view the school and for students attending transition days
- To issue information to new families and ensure all details are obtained, signed and filed

Personnel:

- To assist the SBM and Headteacher with the school's recruitment process, ensuring application packs are sent out, making arrangements for interviews and applying for and securing references
- To liaise with the SBM to ensure relevant DBS checks are up to date and have been carried out for new starters / 10% rechecks
- To liaise with the SBM to ensure the school single central register is maintained and is checked regularly for up to date information
- To assist the SBM in organising staff training and development

FINANCE:

- To liaise with the SBM to ensure that financial procedures are adhered to in relation to procurement and finance processes
- To oversee the management of the collection and recording of dinner / snack / club /visit / misc payments
- To oversee the recovery of debts
- To oversee the management of the school fund
- Manage financial administration procedures

PREMISES:

- To liaise with the SBM regarding any on site works, orders or visitors
- To liaise with the SBM to ensure all health and safety regulations are adhered to
- To report any premises or health and safety issues to the appropriate persons

RESOURCES:

- Be responsible for the selection and management of resources, including management of a budget and regular audit of resources
- Take a lead role in the recruitment administration of staff and in managing associated employment procedures
- Undertake research and obtain information to inform decisions
- Take a lead role in procurement and securing sponsorship/funding
- Manage service contracts
- Manage school licences and insurance
- Assist with facilities including premises, lettings and associated income, building and projects etc.
- Assist in the planning, monitoring and evaluation of the budget
- Be responsible for the management of expenditure within an agreed budget
- Contribute to Health & Safety Management

OTHER:

- To maintain confidentiality at all times
- To be aware of and comply with all school policies and procedures and to report any concerns immediately ensuring the health, safety and welfare of staff and students
- To attend and participate in meetings, training and performance development as required
- To carry out any other duties as required that fall under the expectation of the role and as required by the Headteacher/SBM.
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with
- To carry out all duties in the context of and in compliance with the School's Equal Opportunities Policies
- Appreciate and support the role of other professionals

The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.