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The Norton Knatchbull School

Job Description

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|  **Job Holder:**  **Job Title: Office Manager** **Salary: Currently being evaluated – envisaged KR7** **Responsible to: SLT** **Contractual Hours: 37 hours per week term time plus Inset Days + 15 days in school holidays** |

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| 1. **PURPOSE OF JOB**
* Responsible for the administration of the school office, school reception, reprographics and school office systems
* Responsible for managing the booking of external lettings.
* Responsible for the efficient deployment of a team of administrators
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|  **2. PERSON SPECIFICATION:*** Dynamic, professional, positive and resilient.
* High expectations of self, colleagues and students,
* Capacity for sustained hard work, both as an individual and as a member of a team.
* Strong organisational, interpersonal and communication skills – written, phone and in person.
* Self-motivated and can act independently on own initiative, as well as effectively in a team.
* Knowledge and experience of supporting students’ academic and personal development.
* Passionate commitment to equality of opportunity for all students – particularly those in groups vulnerable to underachievement.
* Clear understanding of accountability and line management.
* Firm commitment to Continued Professional Development both for self and colleagues.
* Understanding of and commitment to safeguarding all students.

**Office Manager*** Strong organisational, administrative, interpersonal and communication skills – written, in person and telephone.
* Appreciation of the need to maintain strict confidentiality with regards to sensitive and confidential student and staff information
* Good level of education to at least GCSE standard or equivalent
* Excellent ICT skills including up-to-date knowledge and practical experience of current hardware and software packages used in school administration (inc MIS)
* Significant previous experience within an office environment, preferably within school administration
* Effective communication skills and interpersonal skills with both children and adults
* Ability to supervise and manage staff
* Ability to manage conflict and negotiating
* Able to work calmly under pressure and use own initiative to problem solve
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| 1. **DIMENSIONS**

**No Budget****Subordinates:** two administrative assistants and main receptionist This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.The post holder may be required to deal with a range of stakeholders both internal and external and carry out any duties as required by the Head Teacher. |

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| 1. **PRINCIPAL ACCOUNTABILITIES:**
* To deputise on a day-to-day basis for the MIS/Data/Cover manager to ensure that all teacher absences to be covered either by the employment of supply staff or by the deployment, within contractual limits, of existing staff and study support supervisors.
* To provide appropriate changes of teaching rooms as required
* Manage queries from various sources, in person, in writing or by telephone to ensure that problems can be solved and that precise information is given, ensuring smooth running of the school
* To facilitate communication with parents by managing/updating appropriate ICT systems
* Organise the administrative division within the school involving allocation of tasks and rotas (e.g word processing, reprographics, answering phone calls, diary management, filing and reception and holiday cover including administrative support for exam results days),
* Work with the Line Manager to develop and evolve systems to meet the needs of the school
* Under the direction of the Line Manager and other members of SLT as appropriate, manage the organisation of major school events including Parents’ Evenings, Junior and Senior Prize Evenings, Celebration Assemblies and Open Evenings and Mornings.
* Maintain pupil and staff records manually and electronically (MIS) to ensure up-to-date information is held by the school and that sensitive information is kept secure and confidential
* Record the entitlement to Free School Meals and student lunches and arranging appropriate returns
* Carry out appropriate year-end/start-of-year procedures as directed by the Timetabler and/or Line Manager
* Induct and train new and existing administrative staff to ensure that all members of the school office team can carry out all administrative responsibilities seamlessly, including the role of student receptionist
* Act as PA to the Head Teacher in the absence of the PA
* Ensure that all members of the school office team are kept informed of current developments
* Liaise with external agencies and other stakeholders with regard to the smooth running of the school to ensure best value is achieved and that the needs of the school are met.
* First point of contact and oversee administration for external lettings, liaising with Site and Finance, updating diary.
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| 1. **SCOPE FOR IMPACT:**
* Acting as a focal point of contact within the school, dealing with a wide variety of stakeholders tactfully, sensitively and professionally consistently reflecting the school’s Mission Statement
* Ensuring the accuracy, security and confidentiality of all data held and processed by the school office, thereby enabling the school to operate in line with all its policies and procedures
* Supporting the delivery of an outstanding education for students through the oversight, management and development of efficient and effective administrative processes and procedures which support this.
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| 1. **JOB CONTEXT:**
* The post holder has regular contact with staff, pupils and parents and is a major point of contact for queries and complaints.
* The post holder meets with the Line Manager at least once a week to provide an update on office tasks and procedures but sets his/her own agenda and daily tasks.
* The post holder will attend Support Staff Middle Leaders Meetings
* The post holder has regular contact with a range of stakeholders and external agencies and thus represents the school to a wider audience.
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|  **SAFEGUARDING**The school is committed to the safeguarding of children; all employees will receive training on Child Protection and need to have read the Child Protection Policy. **HEALTH SAFETY**To take delegated responsibility for health and safety both in the area where he/she works and in the school generally, as outlined in the school’s Health& Safety Policy |

Agreed by (Office Manager):

Date:

Agreed by (Head Teacher):

Date: