

JOB DESCRIPTION

Job Title:	Office Manager
School:	Salmestone Primary School
Location:	College Rd, Margate, CT9 4DB
Reporting To:	Headteacher
Key Internal Relationships:	Headteacher, SLT, Teaching and Support Staff, Trust HQ, other TKAT schools

Our Commitment

Be Who You Are at TKAT - This Job Description represents the role as we see it in its entirety. We do not expect candidates to have in-depth experience of every element on application, but we do expect to provide you with the support and flexibility you need to get there and to enable you to do it your way. We want to demonstrate to our children and young people what a good, inclusive employer looks like in order to inspire them to be whoever they want to be.

Safeguarding - TKAT is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Offers of employment will be subject to the full Safer Recruitment process, including an enhanced disclosure and barring service check.

Equal Opportunities - TKAT is committed to equality of opportunity. We welcome applications from all suitable candidates, regardless of any protected characteristic for example race, gender, sexual orientation, disability or age. All applications are treated on merit. This includes applications from individuals wishing to work full time, part-time or on a flexible basis.

Job Purpose

The Office Manager is responsible for overseeing the daily administration of the school office including line managing administrative staff. They are also responsible for all administrative and organisational processes within the school, maintaining confidentiality at all times. They assist with all the planning and development of support services.

They will act as the initial point of contact for parents, visitors and other stakeholders so will be an ambassador for the school and embody the value, vision and ethos of the school in all interactions.

The Office Manager will:

- Project a professional image of the school at all times.
- Ensure the smooth and effective running of the school office and all administrative and communicative systems.
- 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.

- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- Be responsible for ensuring equality of opportunity for all.
- Take responsibility for promoting and safeguarding the welfare of children within the school and trust.
- Work inline with the school ethos and the trusts' vision.

Duties and Responsibilities

Leadership

- Line management all administrative staff, including reviewing staff performance and carrying out appraisals.
- Train and develop administrative staff as appropriate.
- Ensure that all members of the office present, at all times, a positive image to the school to all staff, parents and visitors both internally and externally.
- Develop an office team that delivers and meets the needs of the school.

Administration

- Manage manual and computerised record/information systems.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Provide personal, administrative and organisational support to other staff and the governing board.
- The management of the school calendar.
- Completing free school meals checks with parents.
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary.
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary.
- Manage and organise completed forms from parents.
- Organise and distribute incoming and outgoing post.
- Manage the induction process for new pupils.
- Management of stock and resources
- School trip and wrap-around care management

Resource management

- Order, monitor and manage stock, ensuring best value following the school's purchasing processes.
- Assist with marketing and promoting the school.
- Manage office expenditure with an agreed budget.

- Ensure the office is kept tidy, organised and in good order at all times, making sure there are sufficient office resources available.
- Be the school's data protection officer, taking responsibility for monitoring data protection compliance and advising the school community on data protection issues.

Compliance

- Ensure the smooth running of recruitment days, including collating ID documentation and ensuring candidates are in the correct place at the correct time.
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times.

Attendance Administration

- Monitor and maintain an accurate record of pupil attendance, producing reports as necessary.
- Maintaining and updating the school database.
- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed.
- Ensure daily attendance registers are accurate and complete, and follow up with staff members about any incomplete data.

Reception

- Act as the first point of contact for parents and visitors arriving at the school (prospective students and parents, contractors, delivery drivers, children's services and school nurse team etc).
- Issue ID passes for staff, students and contractors.
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- Seek support from other colleagues where necessary to respond to complex enquiries.
- Respond to messages promptly and accurately, passing on information to relevant staff members as necessary.
- Assist staff and pupils with the information and support they need.

Security

- Control access to the school in line with the school's safeguarding procedures, including signing-in visitors, checking identification as necessary, issuing passes and notifying them of safeguarding and safety procedures
- Be alert to unknown individuals on the school premises and report any concerns in line with the school's procedures.

Written communication

- Write and send email responses that are professional and uphold the school's vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc) to parents, staff and other stakeholders.
- Assist with marketing and promoting the school.

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school.
- Take part in the school's appraisal procedures.

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Be alert when persistent absence becomes a safeguarding concern and early help may be required.
- Promote the safeguarding of all pupils in the school.

Other areas of responsibilities

All employees are expected to:

- Actively promote and follow School and TKAT policies and procedures.
- Uphold, support and demonstrate the TKAT vision, purpose and values.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Office Manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or line manager. This job description may be amended at any time in consultation with the postholder.

PERSON SPECIFICATION

Selection Criteria	Essential (E) or Desirable (D)	Assessed By
Qualifications, Training and CPD:		
GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths.	E	Application
First Aid training or willingness to complete it.	E	Application
Experience:		
Experience working in a school environment or other educational setting.	D	Application & Interview
Experience of managing a team.	D	Application & Interview
Experience of carrying out administrative tasks.	E	Application & Interview
Dealing with face-to-face and telephone interactions.	E	Application & Interview
Working with children or young people.	D	Application & Interview
Working and collaborating within a team.	E	Application & Interview
Knowledge, Skills and Attributes:		
Excellent listening skills.	E	Application & Interview
Effective written and verbal communication skills.	E	Application & Interview
Ability to respond quickly and effectively to issues that arise.	E	Application & Interview
Ability to plan, organise and prioritise to meet deadlines.	E	Application & Interview
Ability to use own initiative and take action accordingly.	E	Application & Interview
Ability to create good relationships with children, staff, parents and external agencies.	E	Application & Interview
Excellent attention to detail.	E	Application & Interview
Good time management skills, proactive and self-motivated.	E	Application & Interview

Commitment to upholding and promoting the ethos and values of the school.	E	Application & Interview
Ability to work under pressure and prioritise effectively.	E	Application & Interview
Understanding of data protection and confidentiality.	E	Application & Interview
Understanding of safeguarding.	E	Application & Interview
Committed to safeguarding, equality, diversity and inclusion.	E	Application & Interview
Ability to use IT packages including word processing and Google suite.	E	Application & Interview