



JOB DESCRIPTION: Office Manager

Our Aim

Liberty Training is an organisation devoted to improving the lives of society's most vulnerable and needy individuals, supporting them to achieve the most in their lives. With our combined knowledge and experience Liberty Training deliver an optimum service to help young people achieve their full potential and make a positive impact on society through our nurturing and supportive Specialist Post-16 College.

Your Role

The role of **Office Manager** is to ensure the effective operation of all aspects of the main office/reception and wider college. You will be a member of the Senior Leadership Team.

You will be responsible for supporting the development of a dynamic learning community through effective delivery of administrative services to meet the needs of every stakeholder. You will promote the college in a positive manner at all times to staff, learners and visitors.

You will support the Senior Leadership Team in a variety of tasks as required. The role encompasses general administration, HR management, contracts management and line management of the admin team.

You will support the team in ensuring directives and policies are reflected and implemented in everyday practice.

You will be accountable to the Finance and Business Manager.

Requirements

You will:

- Be a strong leader with a supportive management style.
- Be a highly organised and efficient administrator.
- Be reliable and able to use time management skills effectively.
- Have experience of using college administrative systems.
- Be fully competent in the use of IT packages, with experience of using Microsoft Office.
- Have experience of the development, management and operation of administration systems.
- Have experience in HR administration or management.
- Have excellent interpersonal skills, be highly motivated and have the ability to work well under pressure.
- Have excellent verbal and written communication skills.
- Be friendly and approachable with a welcoming and professional manner.
- Be able to demonstrate the ability to work effectively and contribute positively within a team environment.



Responsibilities

Administration and Line Management

- Participating in strategic decision making within the college's SLT, attending SLT meetings and offering support and advice as required.
- Line management and review of the performance of the administrative staff; planning and coordinating their activities and ensuring that deadlines are met, ensuring consistency.
- Manage performance management, appraisal and development for admin staff.
- Organise the administrative team within the college involving word-processing, diary management (including college calendars) and filing, dealing with telephone calls, emails and post to guarantee an efficient and well-structured office system.
- Have sufficient knowledge of systems and processes to arrange cover of the work of absent administrative staff, and in the event of long-term absence cover the essential tasks.
- Identify the training and development needs and provide appropriate opportunities for individual development by means of performance management of admin staff.
- Provide full administrative support to the Liberty team.
- Manage systems and link processes that interact across the college to form complete systems.
- Quality assure and proofread correspondence produced from relevant staff where necessary.
- Manage the document storage system ensuring that all records held including learner records and absenteeism, are secure, up-to-date and that confidentiality is a priority at all times, ensuring compliance with GDPR.
- Ensure the provision of good, accurate and timely information to the SLT and other stakeholders to ensure that the college is managed effectively.
- Continually evaluate the effectiveness and seek to improve systems and processes in order to achieve the most effective outcomes for information gathering/retrieval and analysis leading to effective learning.
- To update college policies and procedures as required.
- Maintain the Single Central Register and Safeguarding files as appropriate.
- Liaise with parents/carers, dealing with queries and/or concerns and ensuring they are directed to the most appropriate member of staff.
- Assisting with the administration for events, organising the Admin Team support for Parent Days and other college functions.
- Act as press liaison officer. Build up a relationship with local press in order to ensure the college receives a high profile within the local community such as running good news stories.
- Work with the admin team to produce marketing material such as leaflets, banners, posters, etc.
- Oversee the college website and social media pages and content. Ensure all information published is accurate and up to date. Source information to be placed on the website to make it interesting for all stakeholders e.g. 'Latest News'.
- Oversee the college newsletter and home-college communications.
- Develop and maintain e-communications systems

HR Management

- To work with the SLT to ensure all vacancies are advertised on Kent Teach and other platforms to ensure we get a good pool of applicants.
- To liaise with the SLT on personnel issues as appropriate.



- To manage all aspects of HR record keeping and administration. To set up systems of work for the efficient recording and reporting of HR issues.
- To analyse and monitor HR data, completing returns as required, identifying areas of concern and making recommendations to the Directors and Headteacher to address these
- To liaise with the college's external HR advice team on any HR matters and gain their approval before acting.
- To advise the SLT on HR policies, procedures, terms and conditions and employment law – seeking guidance from the college's external HR advisor as required.
- Ensure that all HR related policies and procedures comply with legal and regulatory requirements.
- To be the initial point of contact for staff regarding HR issues providing information regarding pay, conditions and HR policies.
- To manage all aspects of absence administration and management including updating the HR database, completing Return to Work interviews for admin team, absence reviews and liaison with occupational health advisors.
- To coordinate cover and supply arrangements including to liaising and negotiating with agencies regarding temporary staff.
- To coordinate all aspects of recruitment and selection planning and administration within the college and ensuring the necessary pre-employment checks are undertaken.
- To manage DBS and application forms and ensure they are processed efficiently, in accordance with safer recruitment guidelines, and maintain a single central register for staff and volunteer records that will include the central DBS register.
- Follow procedures ensuring Safer Recruitment of staff, visitors and volunteers ensuring safeguarding of learners. Update procedures in line with latest directives.
- Induct and train new administrative staff in addition to carry out all induction of new staff from all areas to ensure that they are well informed.
- On boarding new staff, giving access to our systems, setting up email, SharePoint access.
- Offboarding staff leavers in a timely manner.
- To coordinate requests for holiday, maternity, paternity, adoption, parental leave and flexible working – ensuring all necessary administration is undertaken
- Ensure people have a clear understanding of the policies and procedures and the importance of putting them into practice.

ICT

- Consider approaches for existing use and future plans to introduce or discard technology in the college.
- Consult with relevant people and other parties to introduce new technology or improve existing technology for different purposes. Develop and manage databases using CPOMS, Engage and other computerised systems as appropriate.
- Be the point of contact for Engage MIS – for staff data and forms.
- Add staff data to Engage MIS system
- Ensure all HR information is uploaded and correct on the Database.
- Ensure that back-up copies of all college data are taken and stored appropriately.
- Ensure the most effective use is made of the college's administrative computer hardware and the development of the computerised management information system within the college, completing monthly audits to ensure standards are met and procedures are correctly followed.



- Communicate the strategy and relevant policies, including Data Protection for use of technology across the college.
- Establish systems to monitor and report on the performance of technology within the college.
- Ensure resources, support and training are provided to enable work colleagues to make the best use of available ICT including teaching, learning and assessment systems.
- Ensure contingency plans are in place in case of technological failures.
- To be responsible for obtaining the necessary licenses and permissions and ensuring their relevance and timeliness.
- To maintain the security of college information and ensure that the college ICT is a safe environment for learners.
- To liaise with the external ICT support company to ensure all software and hardware is functioning correctly, arranging remote access or site visits as required.

Other

- To fully understand the aims, objectives and ethos of Liberty Group and to reflect these in your daily working life.
- To adhere to Liberty Group policies and procedures.
- To act in a professional yet approachable manner at all times.
- To attend regular meetings, appraisals and supervisions to help your own professional development.
- To attend training as required.
- Any other tasks as required or requested by your Line Manager.

Disclosure and Barring Service (DBS) Checks

The Disclosure and Barring Service (DBS- formerly CRB) helps employers make safer recruitment decisions. A number of roles, especially those involving children or vulnerable adults, are subject to a criminal record check. All job offers are subject to successful DBS checks, an individual not being listed on the POVA register and are subject to a final offer of employment being made by Liberty.



PERSONAL SPECIFICATION

Office Manager

Skills and qualities	Essential	Desirable
A flexible approach, good time management skills and a commitment to hard work	✓	
A strong but supportive management style	✓	
Highly organised person who is proactive with good initiative and a 'can do' approach	✓	
To work with humour, optimism, integrity and enthusiasm	✓	
The ability to remain calm under competing demands & be able to meet deadlines	✓	
Able to work effectively as part of a team and be involved in whole college activities	✓	
Able to work independently, on own initiative & have the ability see things through	✓	
Excellent interpersonal skills	✓	
Ability to remain discrete and to maintain confidentiality at all times	✓	
Ability to devolve responsibilities, delegate task and monitor practice to see that they are being carried out within set standards	✓	
Willingness to constructively challenge the work of self and others to continually improve own and team performance	✓	
Skills for the motivation of staff, negotiations with suppliers, advice to the SLT and liaising with external bodies; dealing with sensitive issues e.g. contracts, HR.	✓	
High level customer service skills and professional ethos	✓	
Commitment to promoting good practice and adhering to the company ethos	✓	
Excellent ICT skills with high competence in Microsoft applications	✓	
Qualifications and experience		
Successful relevant experience of working in a similar role	✓	
Experience of managing HR processes	✓	
Have or be willing to work towards recognised management qualification or equivalent related to the role.		✓
Fire Marshal qualification		✓
First aid qualification		✓
Understanding and knowledge		
Sound working knowledge of site, HR and office administration processes	✓	
A respectful attitude to differences and an understanding of equality and diversity	✓	
Knowledge & understanding of confidentiality and its importance in this type of work	✓	
Knowledge & understanding of safeguarding and its importance in a college setting	✓	

Notes:

This job description may be amended at any time in consultation with the postholder.

Director/Line Manager's signature:

Print:

Date:

Postholder's signature:

Print:

Date:
