

HESTON COMMUNITY SCHOOL
JOB DESCRIPTION: OFFICE MANAGER

Post Title	Office Manager
Overall responsibility:	Lead and Support the Administration Team
Reporting to:	PA to Headteacher
Liaising with:	All staff, external agencies and parents/carers
Disclosure Level:	Enhanced
Salary/Grade:	SO1 [scale 21-25] Full time

JOB PURPOSE:

- To lead and support the whole Administration Team providing administrative support to the whole of the School Staff. The post holder will contribute to all aspects of the Team's functions providing the highest levels of support and challenge to all Team roles
- To undertake the maintenance of the School's Management Information System and collection of student data, providing statistical reports of student information, as requested. To provide accurate information for various statutory returns [including SEN reports].
- Coordinating all, and carrying out some, of the gathering, checking and inputting of data [including images and files] and data structures relating to the student module in SIMS
- To work collaboratively within all support team functions
- To provide day-to-day management of the School Administration Team, undertake an appraisal role for the Administration Team and to monitor general administrative functions and procedures.
- Maintain an overview of office systems and procedures to ensure the office works at optimum efficiency, identifying and implementing improvements as required.
- To ensure the provision of administrative support to the Inclusion Team

Key Tasks and Accountabilities will include the following:

General

1. To supervise the day-to-day operations of the student and visitor reception desks
2. To line manage a team of receptionist/administrators
3. To provide first-class customer service
4. To deliver a timely administrative service to all staff, parents and carers, the public and other agencies.

DUTIES

Main Office and Student Services

1. To supervise the day-to-day work of the visitor reception desk
2. To receive administrative work requests from key teachers and managers from across the School and distribute these across the School Office Team
3. To monitor and quality assure admin work request responses
4. To ensure that the front of house presents a smart and professional image to all visitor

5. To monitor telephone systems and call usage and report concerns
6. To oversee the maintenance of the school franking machine
7. To ensure that all visitors to the school are received professionally
8. To ensure that telephone calls are answered professionally and calls are logged
9. To ensure that post inwards and outwards is promptly received and processed
10. To lead in the production and standardisation of school forms
11. To oversee the administrative work of the Student Services Team and to ensure the smooth running of the Student Services Area in case of staff absence.
12. To assist with school events.
13. To carry out photocopying and collation of documents, as required.
14. To assist with whole school mail outs.
15. To assist with the preparations for school events, projects and functions.
16. To attend occasional Open Evenings, Celebration Evening and other school events.
17. To liaise with members of the Senior Leadership Team [SLT] and other relevant staff to ensure that School information and documentation is processed efficiently and within agreed deadlines.
18. To maintain a high degree of confidentiality with regards to issues concerning members of staff and pupils. To respond positively with tact, sensitivity and awareness to students and parents/carers in relation to duties undertaken.
19. To be flexible in their working according to the needs of the School. This may include assisting in other sections of the administration and occasional evening or weekend work with appropriate pay or time off in lieu.
20. To provide cover in the event of the Headteacher's PA be absent.
21. To carry out responsibilities with due regard to the School's policy, organisation and arrangements for Health and Safety at work.
22. To carry out duties in line with equality and diversity principles and be sensitive to the needs of others, promoting a positive approach to a harmonious working environment.
23. To promote and safeguard the welfare of children, young and vulnerable people.
24. To undertake any other duties, appropriate to the grade, which may be required as directed by the Headteacher.

Other Duties

1. To undertake a variety of shared general school administrative jobs when staff absence necessitates, including data entry, photocopying, filing, post distribution, setting up refreshments and reception cover when needed.
2. To produce a variety of typed/word-processed documents, PowerPoint presentations and Excel databases.
3. To manage the appearance of the School's front of house which includes, general office, visitor toilets, assembly hall, visitor car park, parent meeting rooms, foyers and entrance.
4. To provide any other general administrative services needed by the Headteacher, as requested.
5. To liaise with staff, students, visitors and external agencies in a professional manner.
6. To be willing to undertake fire marshal duties and training as directed by the Leadership Team.
7. To evaluate and improve your own practice, which may lead to improvements in the day-to-day running of the school and to take responsibility for personal professional development.
8. To maintain professional portfolio of evidence to support the Appraisal process.

9. To perform any other duties, including covering the essential work of absent colleagues, commensurate with the grading of the post, as directed by the Line Manager.
10. To be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy.

Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review at the direction of the Headteacher.

Heston Community School is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced clearance by the Disclosure and Barring Services [DBS].

This Job Profile is current at the date shown but, in consultation with you, may be changed by your Line Manager and HR Manager, to reflect or anticipate changes in the job commensurate with the salary and job title. This Job Profile should be read in conjunction with the generic Job Description for teachers.

Heston Community School is committed to working in wider partnership which will promote wellbeing outcomes for young people.

SAFEGUARDING CHILDREN

Context:

All staff are part of a whole school Team. They are required to support the values and ethos of the School and school priorities as defined in the School Development Plan.

This will mean focusing on the needs of colleagues, parents/carers and students and being flexible in a busy and pressurised environment.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 [2] of the Rehabilitation of Offenders 1974 [Exemptions] [Amendments] Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the School.

The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers.

The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

PERSON SPECIFICATION

Qualifications and Experience		Essential	Desirable	Evidence
1	A good level of education including English and Maths GCSE [A* to C/4 - 9] or NVQ3 qualifications	✓		A
3	A strong working knowledge of Microsoft 365 software, including Excel and Word	✓		A
4	Ideally, provision of secretarial services to one or more managers		✓	A
5	Successful line management experience of a team, including performance management		✓	R, I

Skills				
6	Excellent communication and organisational skills	✓		R, I
7	Ability to work hard under pressure while maintaining a positive, professional attitude	✓		R, I
8	Ability to organise and prioritise workload and work on own initiative	✓		R, I
9	Excellent personal, oral and written presentation skills	✓		A, R, I
10	Diary and Events Management		✓	A, R, I
11	Successful administrative or clerical experience, ideally in an educational environment		✓	A, R, I
12	Successful experience of working with general public, young people and colleagues	✓		A, R, I
13	The ability to work to agreed quality levels and service standards	✓		A, R, I

Personal Attributes and Behaviours				
14	Be personally committed to developing a distinctive and inclusive ethos in the School	✓		R, I
15	Able to relate to students, staff, parents/carers and visitors in a positive and constructive way	✓		R, I
16	Be helpful, friendly, approachable and professional at all times in dealing with people	✓		R, I
17	Possess integrity, optimism, resilience, calmness and a sense of proportion	✓		R, I
18	The ability to display a calm, tactful and responsible attitude	✓		A, R, I
19	Flexible approach and the ability to adapt to change within the working environment	✓		R, I

Ability to Fulfil Wider Professional Responsibilities				
20	Willingness to make a positive contribution to the wider life and ethos of the School	✓		R, I
21	Ability to develop effective professional relationships with colleagues, students and parents	✓		R, I

Key to Evidence: A = Application

I = Interview

R = References