

# School Office Manager

## Job Description

Responsible to: School Business Manager

### Job Purpose

Working closely with the School Business Manager, organise and supervise administrative systems and support staff in the school office and be responsible for undertaking administrative, HR organisational processes, maintaining confidentiality at all times. Assist with the planning and development of support services.

The key duties of this post will generally include:

### Organisation

- To supervise the day-to-day work of the administrative function of the school office team
- To contribute towards the planning, development and organisation of the support service systems, procedures and policies
- To supervise, train and develop administrative staff as appropriate
- To organise school visits / events, school photographer etc.
- To ensure all visitors receive a warm welcome and in accordance with safeguarding procedures

### Administration

- To undertake word processing, IT based tasks and school correspondence
- To provide personal, organisational and administrative support to staff and the Governing Body
- To co-ordinate admission arrangements of pupils, maintain waiting lists and allocate nursery spaces accordingly to the school's admission policy
- Providing additional P.A support to the Headteacher in the absence of the PA
- To maintain pupil records and be responsible for completion and submission of forms, returns etc., including those to outside agencies

## **Resources**

- To be responsible for ordering resources, ensuring best value
- To operate relevant equipment, IT packages, school-wide systems e.g. Arbor
- To provide advice and guidance to staff on administrative issues
- To manage HR administration in line with school procedures and maintain appropriate records to satisfy audit requirements
- To assist with marketing and promotion of the school as and when required
- To provide first aid as required and maintain required records

## **Responsibilities**

- To contribute to the overall ethos/work/aims of the school
- To be committed to the safeguarding and promotion of the welfare of children and young people
- To comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person
- To participate in training and other learning activities and performance development as required
- To develop constructive relationships and communicate with all staff and other professional agencies
- To attend and participate in regular meetings with the School to provide updates, discuss developments of the administration function and share any issues or concerns
- Such other responsibilities allocated which are appropriate to the grade of the post

January 2025

# School Office Manager

## Person Specification

The post-holder will manage the full range of administrative support to the Headteacher and other senior managers, ensuring continuity is maintained between staff, pupils, governors, parents, carers, professionals, volunteers and visitors and all stakeholders.

## Experience and Knowledge

### Essential:

- Ability to plan, organise and manage a complex workload
- Some supervisory or managerial experience
- At least 2 years of working within a busy office environment, preferably a school environment
- Experience of the use of computer software, including word processing, database, spreadsheets
- Experience of some budget Management
- Experience in handling and management of money
- Experience in managing calendars, diaries and events
- Experience in setting and working towards targets and deadlines

### Desirable:

- Experience of a managerial role within a school setting or other office setting
- Experience of finance management
- Knowledge and experience of managing a school MIS
- Experience of appraisal processes
- Knowledge of educational systems and services

## **Technical Skills and Attributes**

### **Essential:**

- Strong IT skills with the ability to learn new systems quickly
- A good working knowledge of office management systems such as Microsoft and Excel
- Strong organisational skills and prioritising
- Strong ability to use initiative with a solution focused approach
- Good communications manner
- Minute taking and preparation of reports

### **Desirable:**

- Working knowledge of school systems
- Working knowledge of census data
- Working knowledge of HR systems such as Single Central Register or School Absence Management
- Strong administration skills

## **Personal Skills and Attributes**

### **Essential:**

- Excellent communication skills, both verbal and written
- Ability to work under pressure, remaining calm
- Customer orientated and able to relate well to all adults and children
- Able to work in, manage and organise teams, delegating where necessary
- Ability to deal sensitively and in confidence with a wide range of issues relating to working practices
- Flexibility and ability to work as part of and contribute to the school administrative team
- Interpersonal skills – dealing with staff, colleagues and outside agencies
- Ability to communicate effectively at all levels both verbally and in writing and to produce high quality correspondence

- Ability to work under pressure, to manage workload and conflicting priorities for themselves and the admin team
- Proactive and a 'can do' attitude to problem solving
- Punctual, reliable and trustworthy
- To demonstrate confidence, enthusiasm, flexibility and responsiveness to change, and a sense of humour
- A desire to learn and develop

**Desirable:**

- Ability to set focused staff appraisal targets
- Ability to set meeting agendas and run admin meetings

**Qualifications and Training:**

**Essential**

- English and Maths GCSE or equivalent (minimum C/Grade 4)
- Willingness to take on any further training required to meet the specifications of the job description
- IT qualification or proven ability to use IT systems

**Desirable**

- Advanced qualifications or NVQ 4 in office/business management or similar
- NVQ qualification or equivalent (Level 3)

**Other job specific requirements:**

**Essential:**

- The post holder must respect the confidentiality of all matters relating to the students, staff and families, including data protection
- Willingness to be flexible with working hours to respond to the needs of the school

- A commitment to attend evening meetings as required approximately once a half term
- Motivated to work in a SEN environment
- Commitment to CPD
- Commitment to equality of opportunity
- Have a positive approach to working with children and a commitment to our safeguarding procedures
- Willingness to complete first aid training

**Desirable:**

- Experience within a SEN setting
- Safeguarding training
- Fire training
- First aid training

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