



Knowleswood  
Primary School

## Job Description

**Post Title:** Office Manager

**Contract:** Permanent, Term Time plus 10 days

**Line Manager:** Headteacher

**Supervisory Responsibilities:** Administration Staff

**Pay Range/Grade:** Band 8/S01, SCP17 – 25

**Location:** Knowleswood Primary School

**Hours of work:** 37 hours per week

### Purpose of the Role:

To assist in the provision of high-quality professional, flexible, proficient and constructive clerical, administration, financial support and reception service to the school.

Taking a senior role in administration and support services, the post holder will be responsible for directing the work of all admin staff to ensure data entry, reception duty and any other paperwork associated with working in a school office environment are effectively managed. This will involve payroll admin, recruitment admin and finance admin, as required by the school.

The Office Manager will lead and manage all admin staff and admin functions. The Office Manager may delegate duties and retain oversight of the admin functions including the single central record, cashless payment systems, trips and visitors (in conjunction with the lead trip organiser) as well as managing requests for admin support from both teaching and non-teaching staff, using the resources available within the school office but retaining overall responsibility.

Responsible to the Headteacher from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, dealing with exceptional or complex queries to senior members of staff. Overseeing and leading other staff within the admin team or office, the post holder will allocate work/tasks to other support team members to ensure continuation of essential services, making day-to-day decisions regarding the organisation and delegation of workloads.

To provide prompt and effective information, advice and access to services provided by the school to parents/carers, governors, community groups, members of the public and other agencies, dealing with requests for help and intervention, seeking guidance from and

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working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the school to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

### **Supervision and Guidance:**

- To work under the instruction and guidance of the Headteacher and senior staff.

### **Supervisory Responsibilities:**

- Assisting as a member of the administration team in the supervision of office staff, apprentices, students on work experience, trainees and voluntary helpers with whom the post holder is working with.
- Providing the administration team with opportunities for professional development through ongoing coaching and training, to enhance the administration function.

### **The post holder will be expected to:**

- Work under own initiative with limited supervision, working to the priorities set by the Headteacher.
- Contribute to the overall ethos/work/aims of the school.
- Make complex decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the school and assessing the level of urgency.
- Make day to day decisions regarding the organisation of the working area/workload and school priorities; assisting with the planning and development of the support services.
- Participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

### **Key Responsibilities:**

#### **Support for the School:**

- To give complex advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and making judgements within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Dealing with routine and less routine enquiries. Given the changing needs of the school, workloads can vary to involve less routine and tasks and the post holder will be expected to undertake these with little or no supervision as they arise, verifying/authorising action where applicable, liaising with senior members of staff on more complex issues if necessary.
- Responsible for the planning, review and organisation of support service systems, procedures and policies; participating in specialist groups to contribute to the resolution of issues, assisting in the development of new and complex procedures and addressing new issues or operational methods whilst supporting work on one off projects.
- Management of school wide systems and processes, including implementation, user management, guidance, advice and support, and coordination of ongoing contractual arrangements to sustain these services to the school.

- Processing and submitting the statutory pupil census (three times per year) and the annual staff workforce census to the Department for Education (DfE).
- Management and supervision of support staff, students on work experience, trainees and voluntary helpers including regular team meetings, sickness monitoring, and staff appraisals etc., as well as deputising for the lead member of staff in their absence, coordinating and delegating relevant activities.
- Training new and existing members of staff and ensuring all staff are subject to a new starter induction.
- Undertake reception duties, answering complex telephone and face-to-face enquiries and signing in visitors.
- Take a lead role and participate in the recruitment of staff, managing associated employment procedures and ensuring all necessary pre-employment checks are completed in line with safeguarding guidance
- Maintaining the school single central record to ensure compliance with Keeping Children Safe in Education.
- Assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.
- Assisting with arrangements for visits by school nurse, photographer etc.
- Regular liaison with the central HR and finance teams to provide a high level of support to the school including;
- Taking a lead on staff Attendance Management within school and advise and support the senior leadership team in line with policy and procedure
- Administering the payroll database to ensure it is kept up to date and accurate
- Collating and submitting accurate payroll information to the central finance team to enable the monthly payroll cycle, including overtime, expenses and mileage claims and instructing approved staff contractual changes
- Assist senior leadership with the co-ordination of staffing
- Accurate record keeping

#### **Administration:**

- Provide an effective and efficient comprehensive administrative service, including the full range of administrative duties.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Maintain and collate pupil reports.
- Complex data inputting of computerised records/management information systems, including payroll systems.
- Research, produce, analyse, interpret and interrogate complex data/information/detailed reports on a daily basis as appropriate to the school to facilitate the completion of internal/external performance requirements e.g. pupils data.
- Undertake typing, word-processing and complex IT based tasks (audio and copy typing services, letters, memos, minutes etc.), some of which may be highly confidential and sensitive in nature.
- Undertake confidential and routine administration, e.g. documents and reports, responding to complex letters and emails/maintaining and updating distribution lists/registers/school meals/arranging and coordinating support team meetings as well as other school meetings on behalf of school staff and governors/room bookings/minute taking/retrieve and disseminate information as appropriate to the needs of the school/school lettings and other uses of school premises.

#### **Resources:**



- Responsible for the safekeeping of office equipment and secure storage of supplies.
- Operate office equipment e.g. photocopier, computer.
- Manage School licenses, insurance and service contracts.
- Support the Headteacher and take a lead role on budget matters relating to the school including planning, monitoring, managing expenditure, evaluating, production of financial information to assist in the completion of internal and external financial requirements and audits, undertaking complex calculations as appropriate and accounting/banking etc.
- Maintaining stock and supplies, processing orders, checking delivery notes and invoices ensuring they are correctly recorded, cataloguing and distributing as required with regular audits of resources.
- Take a lead role in procurement in accordance with the schools/Trusts procurement policies and procedures and secure sponsorship/funding.
- Responsible for the collection and recording of school dinner money via Parentpay, school fund accounts and other routine financial administration with frequent handling of substantial amounts of cash with access to the school safe.
- Manage facilities including premises, lettings and associated income, building and projects etc.

#### **General:**

- Use good common sense and exercise considerable initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and well-being of the pupils.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Take a lead role in one off projects, e.g. participating in the development of new computerised systems.
- Make travel arrangements.
- Organise and arrange school events/trips etc.
- Assist with marketing and promotion of the school, developing constructive relationships and communicate with other agencies and professionals.
- Preparing refreshments and clearing away.
- Receiving and escorting visitors around the school.
- To be responsible for reporting building maintenance in accordance with health and safety requirements; taking a lead in health and safety management working collaboratively with the caretaker/site supervisor.

#### **Environmental demands/working conditions:**

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- May be a key holder and have security responsibilities.
- The post holder may occasionally be subjected to antisocial behavior from members of the public/parents/site users.



- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

### **Working in Partnerships with Parents/carers and external agencies:**

- Internal contact with staff at all levels across the school and Trust, Parents/Carers, Governors, Community Groups, Social Services, Police, Local Education Authority, Contractors and External Agencies.

### **Maintaining Professional Competencies:**

- To operate within agreed legal, ethical and professional boundaries when working with children and young people and those involved with them.
- Ensure high level of professional competences by attending regular training, undertaking further qualifications and self-study.

### **Safeguarding and Compliance:**

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Safeguarding the welfare of pupils and reporting any concerns to the Deputy Headteachers and/or Headteacher.
- To be aware of the school's duty of care in relation to staff, students and visitors and to comply with the health and safety policy at all times.
- Promote the safeguarding of all pupils in the school.

### **Intermediate Threshold Fluency Duty Required:**

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

This job description should be seen as enabling rather than restrictive and will be subject to regular review.



## Person Specification

Area of specification	Essential/ Desirable	Method of Assessment
<p><b>QUALIFICATIONS</b></p> <ul style="list-style-type: none"> <li>• Minimum of GCSE English and Mathematics at grade C or above (or equivalent)</li> <li>• NVQ4 (or equivalent) in a relevant discipline</li> <li>• Further professional qualifications relevant to the role.</li> </ul>	<p>E</p> <p>D</p> <p>D</p>	<p>Application and interview</p>
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience using Microsoft Office and complex databases with excellent IT skills.</li> <li>• Experience of working in a school office environment at a senior level to include development, management and operation of administrative/ICT systems.</li> <li>• Experience of supervising or managing staff.</li> <li>• Experience of financial management including budgets.</li> <li>• Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application and interview</p>
<p><b>KNOWLEDGE/SKILLS/ABILITIES (Core competencies)</b></p> <ul style="list-style-type: none"> <li>• Extensive experience of higher level school office work including the full range of reception duties and dealing with a complex workload</li> <li>• Knowledge of schools and how a support service within a school is run</li> <li>• Excellent literacy and numeracy</li> <li>• Excellent communication skills including telephone/reception skills</li> <li>• Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc.</li> <li>• Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). This should include the production of detailed reports, presentations, visual aids, new forms etc.</li> <li>• Experience of maintaining complex financial information systems and making payments</li> <li>• Have a neat and organised approach to work</li> <li>• Be willing, courteous and able to work both using your own initiative and in a team</li> <li>• Respect confidentiality</li> <li>• In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application and interview</p>





<p><b>PERSONAL QUALITIES</b></p> <ul style="list-style-type: none"> <li>• Be committed to raising standards</li> <li>• Be someone who can create an atmosphere in which children can thrive and succeed</li> <li>• Have excellent interpersonal skills</li> <li>• Effective communication and organisation skills</li> <li>• Ability to manage workloads and work calmly under pressure</li> </ul>	<p>E E E E E</p>	<p>Application and interview</p>
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This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of school organisation and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.

**Signature of post holder** \_\_\_\_\_ **Date** / /

**Signature of Chief Executive Officer** \_\_\_\_\_ **Date** / /

