

JOB DESCRIPTION

Post Title	OFFICE MANAGER
Responsible To	Head Teacher
Salary	Scale 7A/B currently £22,183 to £23,080
Location	Workington Academy
Hours	37 hours per week (full year)

1. KEY PURPOSE & MAIN OBJECTIVES OF THE ROLE

- Delivery of a proactive, supportive, compliant and effective business support services to the Leadership Team & wider staffing of Workington Academy.
- Responsible for the day to day management of the Academy office and administrative functions.
- To provide cover for absent teaching staff, ensuring that accurate records of absence and cover requests are maintained.
- To maintain the school calendar, ensuring that all calendar requests are processed.
- To ensure that the academy complies with all administrative requirements relating to the provision of education visits in line with national and local guidance and policy frameworks.
- Manage a team providing administrative, reception and reprographics support for the whole Academy. Promoting a business-like office environment and promoting good relationships.
- Ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the Academy.
- Organise the office workload, including forward planning, work allocation and monitoring, providing guidance and advise, training and induction of staff as part of delivering flexible, efficient and cost-effective support service.
- Undertake induction, appraisal, training and mentoring for the administration team.
- To provide effective cover in staff absence.
- To motivate staff and encourage teamwork and good practice in order to achieve excellent standards of service delivery.
- Responsible for all software managed within the admin services, including but not limited to online payment software and school comms software ensuring it is set up, maintained and having the ability to run reports and analyse the data to identify strategies to improve the service.
- Make the maximum use of the Academy's information and communications technology including the effective management of databases and overseeing all written communication.
- Provide first aid assistance to staff, students and visitors as and when necessary.
- Undertake any other duties, which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post.

2. KEY TASKS & RESPONSIBILITIES

Business Support Services

- Where a teacher is absent, all classes requiring cover are provided with appropriate cover in accordance with school policy.
- Any relevant support in terms of cover and rooms is provided in the arrangements for internal and external examinations.
- To answer the telephone in a friendly, professional manner and record and pass on messages as appropriate.
- To assist in the production of letters and message to parents and the wider school community.
- To distribute internal and external post and correspondence as appropriate
- To undertake filing and photocopying, assisting users with the operation of office equipment.
- Contribute to the planning, development and organisation of business support services, systems, policies and procedures.
- Organise school trips/events and transport as necessary. As Educational Visits Co-ordinator, a support service is provided to all group leaders responsible for conducting school trips. Preparation of staff and student reports for external visits.
- Processing and co-ordination of school calendar requests, liaising with associate members of the administration team as required.
- Organise and maintain the online lettings system, liaising with hirers and building a professional relationship with lettings customers.

Data Management

- Ensure accurate and timely data is maintained in the Trust's chosen pupil database at all times. Including but not limited to absence, registration, medical needs, Parent/Carer or legal guardian, emergency contacts, dietary requirements/allergies, safeguarding and independent travel.
- Storage and accessibility of school risk assessments, safeguarding policies, insurance, maintenance and service contracts.
- Maintain school lunch system.
- Manage manual and computerized record/information systems ensuring that accurate records of absence and covers undertaken are maintained so that relevant management information can be provided on a timely basis.
- Analyse and evaluate data and information and produce monthly/termly Operational Reports.

Reception Services

- To provide a warm welcome for parents, visitors and colleagues and deal with their requests in an efficient and professional manner.
- To allow access to the school site whilst having a high regard for security.

- To ensure visitors sign in and are provided with a visitor's badge and any relevant documentation.
 - To receive deliveries.
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General:

- Be aware of and support difference and ensure equal opportunities for all.
- Ensure information is treated confidentially and have absolute discretion at all times
- Contribute to the overall ethos/work/aims of the school.
- Participate in training and other learning activities and performance development as required.
- A desire to play a key role in the continuity development of our school
- Act in a manner which displays the utmost confidentiality and respect of pupil and staff records at all times.

Safeguarding:

The Cumbria Education Trust is committed to the safeguarding and promotion of the welfare of all children and young people in our care. All staff have a key role and responsibility in this area and will be subject to an Enhanced Disclosure check.

Review:

It is the practice of this Trust to periodically to examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the school's aim to reach agreement on any alterations.

PERSON SPECIFICATION

Post Title: SCHOOL OFFICE ADMINISTRATOR

	Essential	Desirable
Qualification/ Training/ Competences	- GCSE Grade A-C (Maths and English) or equivalent - Evidence of Continuing Professional Development	Qualification in Business Administration
Relevant Experience	- Demonstrable experience of business administration/finance administration - Experience with data and record management systems. - Experience of development, management and operation of administrative systems. - Experience of managing staff and allocation of work.	- Experience of working within an education setting - Experience of working with SIMS
Knowledge	- Effective use of ICT, to include Microsoft Office. - Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation - Data Protection & GDPR Knowledge	
Skills	- Excellent interpersonal skills with ability to engage at all levels - Excellent communication skills in written and verbal formats including production of reports, newsletters and general communications - Must be adept at problem-solving, including being able to identify and resolve issues in a timely manner - Demonstrable numerical and analytical skills - Ability to absorb and assimilate a wide range of information - Ability to work under pressure and tight deadlines, and prioritize and organize workloads	
Personal Qualities	- Customer-centered approach to service delivery and team player - Keen attention to detail and accuracy. - Highly confidential	

	• Emotionally intelligent • Committed & passionate • Commitment to Equality & Diversity • Highly self-motivated • Highly organized with an energy, drive and flexibility to ensure a job is done and done well • Willingness to take a full role in the life of Schools and the Trust	
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