

Job title:	OFFICE MANAGER – G9 (Multi Site)
Grade:	Grade 9 (Scale point 19-25)
Reports to:	Executive Head

Main job purpose

To manage the delivery of efficient and confidential administrative support across a group of Trust schools through the deployment of a multi-site or virtual admin function as a single team.

To ensure compliance with school and Trust administrative and reporting requirements, following centralised processes and procedures as outlined by the Trust's Shared Services function.

Main responsibilities and duties

Administration

- To manage a team of office administrators, who may be flexibly deployed across more than one site
- To manage delivery of confidential secretarial and administrative support to the Headteacher to support the running of the schools in an efficient and smooth manner.
- To work with the Trust central team (Shared Services) to follow processes and implement changes to the school office operations as required through provision of new and enabling technologies.
- To manage the receptionist function within the schools for all visitors and to ensure the security of the school.
- To ensure that routine queries are dealt with effectively, referring more complex or sensitive matters to the appropriate member of staff within the school or the Trust's Shared Services team.
- To manage the administration of pupil admissions and other pupil processes including attendance using school data management and other specialised systems.
- To manage communications to parents using appropriate systems
- To set up and maintain electronic filing systems as appropriate, to support the efficient and smooth working of the school and Trust, in accordance Trust practice and GDPR requirements

HR / People

In accordance with Trust procedure, to:

- Act as HR lead for the school, providing school level support for all areas of the employee life cycle which are transacted at school level in line with Trust procedures.
- Deliver effective support and line management to the admin team, plus to other support staff where identified, including conducting annual performance management reviews.

Finance / Payroll

In accordance with Trust procedure, to:

- Check the monthly draft payroll, ensuring all claims for overtime and mileage have been submitted and authorised by the Executive Head.
- Ensure purchase orders are raised in line with the approved budget, and orders placed as needed within the school
- Manage cashless payments from parents using the appropriate systems and software
- Manage trips on behalf of the schools
- Manage the administration of lettings and associated records

Supervision and management

The postholder will be required to directly supervise and manage personnel within the admin team, and potentially other areas of the support team e.g. Midday supervisors.

Decision making

This role requires a level of autonomy and experience in decision making to deal with routine enquiries, disposition of workload, deployment of personnel, allocation of service provision and routine performance management and staffing issues.

The postholder will take informed, knowledge and procedure based decisions without the need to refer to Exec Head or Shared Services

Refers up as required when decisions fall outside of the above criteria

Key contacts and relationships

Daily contact with Executive Headteacher/SLT, pupils, parents.

Regular contact with Local School Committee, Initio Learning Trust Shared Services team and key school suppliers

Working environment

Busy office environment across a multi site set up. May incorporate a 'virtual' office.

The majority of desk based activities will be transacted electronically, so frequent use of keyboard and screens.

Normal effort, usually office hours Monday to Friday

Progression in Post (if applicable)

Progression in post within the Office Administration job family is dependent on size of schools / multi site function, and scope of responsibility / line management.

General and School Responsibilities

- Be familiar with Safeguarding requirements in protecting the welfare of children, and young people. The Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
- Contribute to and support the Trust's Values, Ethos and Vision
- Participate in training and other learning activities as required
- Participate in Performance Management and development as required by the Trust's policies and procedures
- Participate actively and flexibly in a range of school activities
- Be aware that all employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
- Understand and be committed to the Health and Safety Policy and the safety priorities and be aware of their contribution to such priorities
- Be aware of and comply with the health and safety legislation and other requirements that are relevant to the post
- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery
- Be familiar with and promote the Equality and Diversity Policy

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being proposed. This review will be carried out in consultation with the post-holder before any changes are implemented.

Job description prepared by:	Trust Resources Team
Date:	January 2024

Requirements	Essential	Desirable	Evidence
Qualifications	<ul style="list-style-type: none"> Minimum 5 GCSEs including English and Maths (or equivalent experience/vocational qualification) 	A relevant managerial or administrative qualification	Application Form Interview
Knowledge & Experience	<ul style="list-style-type: none"> Previous experience of managing in a busy office administration environment Experience of following procedures and processes An understanding of the importance of effective data management and protection in the workplace. 	<ul style="list-style-type: none"> Experience of working in a business environment which faces rapid change due to evolving technology Experience of working in a school office Experience of dealing with HR and recruitment processes Experience of using school data management systems 	Application Form Interview References
Skills	<ul style="list-style-type: none"> Excellent administrative and organisational skills Strong communication and interpersonal skills Effective and swift decision making Fluency in English 	<ul style="list-style-type: none"> An ability to manage and support change in the workplace 	Application Form Interview References Fluency in English evidenced by: <ol style="list-style-type: none"> competently answering interview questions in English; possessing a relevant qualification for the role attained as part of education in the UK or fully taught in English by a recognised institution abroad passing an English language competency test or possessing a relevant spoken English qualification at CEFR Level B1 or above, taught in English by a recognised institution abroad
Personal Qualities	<ul style="list-style-type: none"> Tenacity Resilience Quick Learner Flexible and adaptable Able to see the big picture Ability to stay focussed and on task 		Application Interview References
Relationships	<ul style="list-style-type: none"> Have positive and mutually supportive relationships with all colleagues Ability to promote the school across the wider community 		References Interview

Requirements	Essential	Desirable	Evidence
Safeguarding	<ul style="list-style-type: none"> • Good knowledge of relevant Safeguarding procedures • Commitment to adhere to the Trust's Safeguarding & Child Protection Policy. 	<ul style="list-style-type: none"> • Good awareness of potential Safeguarding issues 	Interview References