



## Job Description and Person Specification

<b>Job title</b>	<b>Office Manager</b>
Reports to	Business Manager
Contract	Permanent
School	King Offa Primary Academy
Location	Down Road, Bexhill-on-Sea, East Sussex, TN39 4HS
Grade	East Sussex NJC Single Status Pay Scale; Grade 8-9; SCP 20 to 25
Hours	37 hrs per week
Working weeks	Term time plus 1 week during the school holidays

### Job description

#### Role purpose

The Office Manager for King Offa holds a key post of responsibility, ensuring the smooth and efficient running of the school office, the hub of the school, and providing high quality and effective administrative support for the school Leadership Team.

The Office Manager is expected to contribute significantly to the continuous improvement of the school's services including organising and supervising administrative systems, contributing to the planning, development and monitoring of support services and/or management of support staff. The Office Manager will support the Business Manager in providing an efficient and effective human resources function by undertaking the day to day aspects of this area and managing data and governance, communications and marketing, first aid and cover system and having oversight of admissions and attendance.

#### Key tasks

##### Administrative Leadership

- Create a strong ethos of excellent customer service that supports and welcomes internal and external users of the office and reception
- Create a strong team spirit among the administrative staff that promotes a desire to continually improve
- Lead the development and implementation of effective administrative systems
- Ensure that the office is staffed appropriately during school terms and co-ordinate for office staff to provide cover during the school holidays as negotiated with the Business Manager
- Ensure that the office is kept tidy and that reception presents to visitors in a warm, welcoming and professional manner
- Provide reports on the working of the schools' administration as required



- Act as EVC Co-ordinator and organise all trips for both schools with support from the administration team
- Keep abreast of future events and oversee requirements including catering requests, setting up meeting rooms, sending invitations, arranging supply cover etc

### Communications

- Manage the school inbox, ensuring that urgent items are responded to promptly and effectively, resolving matters where possible and maintaining confidentiality at all times
- Communicate sensitively, respectfully and effectively on behalf of the Executive Headteacher/Headteacher with Trustees, staff, parents/carers, students, unions and members of the extended school community
- Co-ordinate the production of key publications and reports
- Support colleagues with reviewing and updating policies, as requested
- Draft high-quality letters, and/or proof-read correspondence written by colleagues
- Develop and implement new procedures and templates, where necessary
- Ensure information is user friendly and accessible to those concerned
- Establish constructive relationships and communicate with suppliers, agencies and professionals

### Marketing & Promotion

- Develop and implement a marketing strategy for both schools working closely with the Business Manager and Executive Head/Headteacher to ensure that clear messages and the vision of the school are integral to every communication issued and the reputation of the school is promoted at every opportunity

### Governance and Data

- Implement and maintain a comprehensive and easily accessible filing system, promoting a paper free environment
- Ensure that all data (electronic and paper) is secure and compliant with SData Protection regulations, particularly in areas accessible/visible to staff, students and visitors
- Support with the collation of Subject Access Requests and Freedom of Information Requests

### Management Information Systems

- Support the use of the school's Management Information System to provide relevant internal and external data and communications, as required
- Ensure pupil information lists and records are maintained for appropriate groups, e.g., Free School Meals, Pupil Premium and SEN

### Cover, Absence Reporting, and Booking Supply

- Record and monitor all sickness absence in terms of duration, absence patterns etc, highlighting relevant absences to appropriate line managers, providing administrative and advisory support to managers
- Maintain a cover diary and ensure known authorised absences are published in the staff diary



- Provide cover for specialist support staff where requested
- Deal with sickness or unexpected absences as they arrive
- Ensure that cover is distributed equitably
- Ensure cover staff are familiar with key routines and have the required access rights to the building and facilities
- Collate requests for special leave and annual leave, add cover and book supply, as required. Bring these to the attention of the Headteacher or Business Manager, as appropriate
- Submit purchase orders and update the supply spreadsheet
- Maintain records of leave taken by all staff using SAMPeople.
- Support the Executive Headteacher/Headteacher/central HR team with absence management – preparing regular trigger reports, issuing agreed meeting invites, take meeting minutes and drafting follow up correspondence as directed

#### Administrative Support for Human Resources and Payroll

- Assist in the maintenance of accurate electronic staff records
- Assist in the maintenance of the Single Central Register in relation to contractors and volunteers
- Maintain training records, including booking training, as required
- Co-ordinate the arrangements for the induction of new staff
- Undertake relevant administrative activities related to the smooth and timely production of monthly payroll
- Be responsible for the production of the School and Workforce Census

#### First Aid

- Be an appointed First Aider, assisting with visitors, staff and pupil first aid/welfare duties
- Update Medical Tracker with pupil/staff information and monitor the system to ensure all incidents are being logged
- Complete accident reports as required
- Co-ordinate the agreed procedures for the administration of first aid, administration of medicines, use of the medical room and ensure that staff are trained in these procedures so that pupils are treated appropriately and effectively
- Maintain details of all qualified first aiders, including details of qualifications and expiry
- Book training for staff to become First Aiders with approved providers
- Monitor first aid training requirements and book the necessary courses
- Ensure First Aid notices are up to date
- Ensure that an adequate stock of first aid consumables (including PPE) is available at all times, in all first aid boxes, and order as required
- Ensure that the Medical Room/cupboard is kept tidy and fit for purpose at all times
- Act as DSE co-ordinator

#### Support of Colleagues

- Manage high quality, effective and compassionate office and administrative staff, leading induction and prioritising appropriate support and supervision to all staff



- Ensure effective staff supervision, performance management, training and continuing professional development
- Facilitate and lead regular team meetings
- Keep job descriptions under review to ensure they are relevant and meet the needs and priorities of the school
- Take part in the recruitment and induction of staff and volunteers
- Be the liaison and first point of contact between administrative and other staff
- Support colleagues by providing front of house administrative support as part of the administration team, when required
- Provide routine administrative support for other staff (reprographics, word processing, etc)
- Work proactively and collaboratively with other members of the staff team

#### Self-Development

- Attend staff and team meetings as required
- Participate in training and other learning activities offered by the school
- Improve own practice, including through observation, evaluation and discussion with colleagues

#### Legislative and Procedural Compliance

- Maintain confidentiality on all school matters at all times
- Follow all legislation and best practice relevant to your role
- Follow all school and Aurora Academies Trust policies, procedures and guidelines

#### Safeguarding and Child Protection

- Ensure that proper recording is carried out to meet the needs of the Single Central Record
- All staff have a responsibility for providing and safeguarding the welfare of children and young people they come into contact with
- All staff must comply with the school's Safeguarding Policy
- If, in the course of carrying out the duties of the post, the postholder becomes aware of any actual or potential risks to the safety and welfare of our pupils, these concerns must be reported immediately in accordance with the policy
- It is a requirement of the role that appropriate safeguarding and child protection training is undertaken
- A Disclosure and Barring Service (DBS) Check will also be required, and any additional checks recommended by Keeping Children Safe in Education may be undertaken (which may include online and social media checks)

While this role is primarily based at King Offa, there is an expectation of flexibility to work across other schools within the Aurora Trust if and when required. This may involve providing support or cover at another site to meet the operational needs of the Trust.

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The list of duties in this job description should not be regarded as exclusive or exhaustive.



This job description details the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot, of themselves, justify a reconsideration of the grading of the post.

Aurora Academies Trust reserves the right to update this job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any significant proposed changes.



**Person specification**

	<b>Criteria</b>	E = Essential D = Desirable	<b>Assessed by</b> A = Application C = Certificates I = Interview
<b>Qualifications</b>	GCSE level 4 or above in English and Maths, or equivalent	E	C
	Recognised human resources and/or office management qualification	D	A
	First aid trained, or willingness to become so	D	C/I
<b>Experience</b>	Experience of staff management	E	A
	Experience of human resources administration	D	A
	Experience of working in a school environment	D	A
	Experience of establishing positive relationships with young people and families in diverse communities	D	I
	Experience of working as part of a team	E	I
<b>Skills and abilities</b>	Ability to use language and other communication skills that pupils can understand and relate to	E	I
	Ability to lead and inspire a team in order to support a high-quality administration team	E	I
	Ability to demonstrate active listening skills	E	I
	Ability to utilise ICT effectively and efficiently in your work	E	I
	Excellent numerical skills, to undertake a variety of tasks, including managing a budget	E	I
	Ability to communicate effectively with parents, carers and other professionals, both verbally and in writing	E	I
	Keen eye for detail, with an ability to produce work of a high standard of quality and accuracy	E	I
	Ability to remain calm and patient under pressure, whilst working to deadlines	E	I



	Ability to work effectively and supportively as a member of the school team	E	I
	Ability to work in an organised and methodical manner	E	I
<b>Knowledge</b>	Knowledge of, or willingness to learn, the legal and organisational requirements for maintaining health, safety and security of yourself and others	E	I
	Working knowledge of school management information systems	D	I
<b>Attributes</b>	Warm, friendly and professional manner	E	I
	Display a commitment to, and an ability to contribute to, the protection and safeguarding of children and young people	E	I
	A commitment to giving pupils and families the opportunity to reach their full potential	E	I
	A passion for working with and supporting children and/or young people	E	I
	Model behaviour, attitudes and dress that set the best possible example to pupils	E	I
<b>Other</b>	Ability to maintain confidentiality on all school matters	E	I
	Ability to create and maintain an appropriate environment which ensures the safety of all users of the school	E	I
	Willingness to participate in further training and development opportunities offered by the school, Aurora Academies Trust and the county	E	I
	Flexibility in the approach to work and the demands of the post and to be adaptable to the changing circumstances of the school	E	I
	A commitment to the school's vision, values and ethos	E	I
	A commitment to Aurora Academies Trust vision, values and ethos	E	I