

## Job Description and Person Specification

<b>Job title</b>	<b>School Office Manager</b>
Reports to	Deputy Headteacher
Contract	{Permanent}
School	{The Gatwick School}
Location	{23 Gatwick Road, Crawley, West Sussex, RH10 9TP}
Grade	{West Sussex NJC Pay Scale}; Grade 7; SCP 14-19
Hours	37 hours per week
Working weeks	Term time only plus 3 weeks

### Job description

#### Role purpose

The role of the Administrator is pivotal to The Gatwick School, 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 and the school Leadership Team.

#### Key tasks

#### Administration

- Be the first point of contact for parents and visitors, welcoming them to school and introducing them to relevant staff members
- Handling administrative tasks, such as photocopying and data entry
- Support colleagues by providing front of house administrative support as part of the administration team, when required
- Sort, distribute and record mail
- Create a strong ethos of excellent customer service that supports and welcomes internal and external users of the office and reception
- Ensure the effective use of administrative systems to deliver school services
- Ensure all front of house areas are kept tidy, and that reception/student services presents to visitors in a warm, welcoming and professional way
- To assist with relevant meetings as required
- Provide reports on the working of the schools' administration as required
- Coordinating and accepting all deliveries in school
- Model and promote the school's values for children to be respectful, curious, independent, resilient and aspirational leaders
- Answering phone calls to the school and all enquiries to the school
- Ensure all office equipment is maintained and serviced
- Keep abreast with future events and organise requirements including catering requests, setting up meeting rooms, sending invitations etc.
- Provide administrative support for all school visits and support the EVC co-ordinator

- Order stationery and general office supplies, keeping the stationery cupboard stocked and tidy

#### Management Information Systems

- Support 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
- Oversee the schools admissions process (including in year admissions and leavers), in collaboration with the data manager and other school staff

#### Reception Cover

- Greeting visitors, signing in visitors and ensuring all security passes are issued correctly, answering phone calls and responding to emails
- To liaise with parents where required if pupils are unwell
- To ensure that all safeguarding policies are strictly adhered to and any concerns are swiftly passed on to DSL
- Managing the schools schedule and calendar
- Directing visitors to the appropriate areas of the school
- Liaising with teachers, staff, parents and external partners

#### First Aid

- Be an appointed First Aider, assisting with visitors, staff and pupil first aid/welfare duties
- Update the 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

#### Support of Colleagues

- Be the liaison and first point of contact between administrative and other staff
- Provide routine administrative support for other staff (reprographics, word processing, etc)
- Work proactively and collaboratively with other members of the staff team
- Recruit and 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

- Minute taking during staff meetings and distributing to the team as appropriate

#### 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 to their manager or the DSL
- 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)

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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 office management qualification	D	A
	First aid trained, or willingness to become one	D	C/I
<b>Experience</b>	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 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