

Draft School Support Manager key performance indicators (KPIs) v.15 29.09.2023

Job Title – School Operations Manager Office Manager

Explanation

This document has been put together to provide you with a template to identify the different areas of your job description and the expectations within those areas. This template can be used to identify areas that you feel you are confident in delivering and areas for professional development. This can be shared with your Headteacher and form part of the professional dialogue in your performance management review. It is not expected that you carry out all of the areas all of the time as each school varies and some areas may not be relevant to your school.

Role Headings

1. Leadership and Collaboration – this underpins all that you do
2. Safeguarding
3. Health & Safety Management
4. HR Management
5. Premises Management
6. Financial Management
7. School Support Management
8. Marketing
9. ICT Management
10. Local

1. Leadership and Collaboration				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Lead and manage school staff, visitors and contractors to drive the BPET vision and the school's ethos 				
<ul style="list-style-type: none"> Working in partnership with the central team, champions the centrally driven change agenda 				
<ul style="list-style-type: none"> Actively contributes to the development of operational support services in partnership with the central team 				
<ul style="list-style-type: none"> Performance manages non-teaching school support staff, encouraging innovative ways of working to develop the BPET vision and to enable on-going professional development of the team 				
<ul style="list-style-type: none"> Mentoring other staff within the wider BPET community and leading on training sessions for others 				
<ul style="list-style-type: none"> Advocates the use of Management Information Systems to promote compliance and efficiency 				
2. Safeguarding				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Ensures that the single central record (SCR) is up-to-date and accurate. 				
<ul style="list-style-type: none"> Complies with, and takes responsibility for, the review, implementation and delivery of safeguarding arrangements, escalates issues where appropriate. 				
<ul style="list-style-type: none"> Ensures that staff have the correct training in relation to all aspects of safeguarding and at the appropriate level e.g. Designated safeguarding lead, Safer Recruitment. 				
<ul style="list-style-type: none"> Ensures that the admissions register is fully maintained and holds the correct information required for pupils 				

<ul style="list-style-type: none"> Ensures that the office team are proactive in managing all aspects of pupil absence and attendance management, in line with BPET escalating any concerns to the relevant body/person where necessary 				
<ul style="list-style-type: none"> Ensures the management of any off-site visit or trip outside of the school premises complies with BPET's policy on risk assessment and safeguarding, escalating any concerns to the relevant body/person where necessary 				
3. Health and Safety Management				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Leads and takes day-to-day responsibility for health and safety matters, reporting any concerns to the relevant body/person. 				
<ul style="list-style-type: none"> Oversees inspection and quality assurance regimes to achieve compliance with environmental legislation and health and safety including the Health & Safety Checklist. 				
<ul style="list-style-type: none"> Takes responsibility for ensuring all staff have received the correct health and safety and hygiene training, including any specific training relating to pupil's individual needs such as diabetic training and first aid for example, paediatric first aid. 				
<ul style="list-style-type: none"> Takes responsibility for liaising with external parties to ensure all fire safety within the school site is legally compliant, liaising with the relevant school/BPET lead as necessary. 				
<ul style="list-style-type: none"> Ensures that there is an annual review of all risk assessments across the school, including <ul style="list-style-type: none"> all types of trips and visits higher risk activities such as science on site event e.g. school play PE/sports activities Fire risk assessment Extended school provision Holiday clubs/play schemes 				

<ul style="list-style-type: none"> Ensures that pupil health and medical records are kept updated, liaising with other staff where necessary such as class teacher, kitchen staff etc.. 				
4. HR Management				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Actively involved with the Headteacher in all aspects of staff recruitment processes, to ensure a positive candidate experience. 				
<ul style="list-style-type: none"> Prepares all new starter files for all staff, assisting with the provision of inductions and probation review materials, ensuring that all staff have a clear understanding of school policies and procedures during their inductions. 				
<ul style="list-style-type: none"> Manages the performance management process to support the Headteacher, always preparing thorough reports and collating CPD recommendations. 				
<ul style="list-style-type: none"> Assists with the management of day-to-day HR issues, including pay, annual leave, attendance, contract queries and maternity leave, maintaining accurate and up-to-date records, and always handling problems prior to-escalation to Headteacher/SLT, central team or BPET's HR provider 				
<ul style="list-style-type: none"> Actively assists the Headteacher/line manager with the preparation of any minor and major disciplinary, sickness or capability meetings, providing accurate reporting and admin support. 				
<ul style="list-style-type: none"> Maintains up-to-date and accurate files for all staff members and pupils, including on both manual and electronic systems, preparing any statutory reports and submissions as required. 				

<ul style="list-style-type: none"> Ensures that the School HR policies are up to date and available to all staff, liaising with the central team if there is an issue with the policy implementation. 				
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5. Premises Management

	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Develops strategies for the effective and efficient management of the school's facilities, including the buildings, equipment and grounds. 				
<ul style="list-style-type: none"> Effectively organises and administers all school lettings, in accordance with school policies and procedures, and in liaison with the site manager. 				
<ul style="list-style-type: none"> Arranges all building and maintenance work with property services, in liaison with the site manager, and following BPET financial procedures. 				
<ul style="list-style-type: none"> Oversees premises staff and any external agencies to ensure that proper security, heating, cleaning, maintenance and repairs is carried out. 				
<ul style="list-style-type: none"> Proactively takes responsibility for the maintenance and accuracy of the Asset Register including ICT equipment. 				

6. Financial Management

	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Controls all income and payments for goods and services – e.g. school trips, school meals, school uniform, lettings, charity funds – ensuring they are accurately recorded on the BPET finance system. 				
<ul style="list-style-type: none"> Assumes responsibility for monitoring of the school budget, always aiming to achieve value for money. 				

<ul style="list-style-type: none"> Implements and manages the debt recovery, liaising with the central finance team to find the best solution for all parties concerned. 				
<ul style="list-style-type: none"> Supports the Headteacher with the preparation and submission of the annual budgets as part of the BPET budget planning process. 				
<ul style="list-style-type: none"> Assumes responsibility for developing aspects of the school improvement plan, monitoring its performance and ensuring its compliance with financial plans. 				
<ul style="list-style-type: none"> Manages the administration of school contracts in terms of obtaining quotes, tendering for contractors and services, and liaising with suppliers to achieve the best value for money. 				
<ul style="list-style-type: none"> Ensures that the financial, payroll and cashless systems/procedures are managed in accordance with agreed policies and deadlines. 				
<ul style="list-style-type: none"> Supports budget holders with financial procedures and management information. 				
<ul style="list-style-type: none"> Takes accountability for the management and service of all school based service contracts, including Service Level Agreements. 				
7. School Support Management				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Responsible for the on-going management, development and review of the office and reception area to ensure that all visitors feel welcome to the school and all enquiries are dealt with professionally and promptly. 				

<ul style="list-style-type: none"> Identifies, implements and effectively maintains administrative systems that deliver outcomes based on the school's aims and goals, making changes when required. 				
<ul style="list-style-type: none"> Ensures that information for publication and returns for the DfE and other agencies are prepared accurately, and within statutory guidelines and agreed BPET timescales. 				
<ul style="list-style-type: none"> Effectively oversees and manages all administration processes, delegating tasks to administration staff, ensuring these are carried out accurately and as required. 				
<ul style="list-style-type: none"> Maintains an effective process for ensuring that the school's data is managed in line with data protection legislation and the school's data protection requirements, including the school archive, ensuring that records are kept securely for the identified time periods. 				
<ul style="list-style-type: none"> Ensures that appropriate arrangements are in place for the day-to-day operational maintenance of school equipment e.g. ICT and premises, liaising with third party contractors as necessary, and ensuring that responsibilities are delegated as appropriate. 				
<ul style="list-style-type: none"> In line with BPET and school requirements, maintains a proactive approach towards reviewing and updating school policies, ensuring that there is a schedule in place with clear deadlines and responsibilities. 				
<ul style="list-style-type: none"> Maintains an effective process for ensuring that the school's data is managed in line with data protection legislation and the school's data protection requirements, including the school archive, ensuring that records are kept securely for the identified time periods. 				
<ul style="list-style-type: none"> Ensures that appropriate arrangements are in place for the day-to-day operational maintenance of school equipment e.g. ICT and premises, liaising with third party contractors as necessary, and ensuring that responsibilities are delegated as appropriate. 				

<ul style="list-style-type: none"> In line with BPET and school requirements, maintains a proactive approach towards reviewing and updating school policies, ensuring that there is a schedule in place with clear deadlines and responsibilities. 				
<ul style="list-style-type: none"> Ensures that effective governance support is maintained, liaising with the clerk to the Lab as necessary. 				
<ul style="list-style-type: none"> Supports the administration of all pupil tests including SATS, ensuring that these are distributed correctly and in a timely manner and that rooms are set up as required 				
<ul style="list-style-type: none"> Provides administrative support to the PTA in providing details of new parents, promoting membership of the PTA, promoting fundraising activities and events 				
8. Marketing & Communications				
	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Develops and reviews a consistent brand for the school that embodies the BPET and school's vision and values. 				
<ul style="list-style-type: none"> Leads on the whole school communications such as the development and design of the school newsletter and other whole school communications liaising with the Head of Marketing & Communications 				
<ul style="list-style-type: none"> Leads on creating and updating school social media platforms to promote different school activities which reflect BPET's vision and values, liaising with the Head of Marketing & Communications. 				
<ul style="list-style-type: none"> Leads on maintaining and proactively updating the school website with vacancies and policies to ensure that the website is compliant, kept up-to-date and liaising with Headteacher or central team if there are any policy updates required 				

9. ICT Management

	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes
<ul style="list-style-type: none"> Liaises with the ICT provider for the ordering and maintenance of ICT equipment 				
<ul style="list-style-type: none"> Proactively manages the asset register to ensure the school has a rolling programme of renewing ICT equipment 				

10. Local

	Consolidated Stage	Embedded Stage	Enhanced Stage	Notes