

Job Description: Office co-ordinator

Responsible to	Headteacher
Responsible for	Administration and other support staff

Core Purpose

The key purpose of this role is to ensure the daily administration and smooth running of the school office working alongside the Headteacher and Trust Shared Services Teams. The office is the hub of the school where a wide range of demands need to be met to a very high professional standard.

The Office Coordinator will actively embrace the Trust's Touchstones, and through the delivery of the strategic priorities, strive for equity, equality, and inclusion for all.

There will be a strong focus through the work of the Office Coordinator on the Trust's commitment to sustainability and the enhanced use of technology, to support both the delivery of education and drive to improve the efficiency of systems and processes.

Responsibilities:

General School Support and Administration

- Leads in the application, organisation and monitoring of administration support systems, procedures, and policies in school, directing and having oversight for the work of the admin team.
- Line Management of administration staff to include directing and having oversight of the work of admin staff, induction, appraisal and supervision. Where required, may also line manage other staff where services are not outsourced or where alternative arrangements are not in place. (i.e. catering, cleaning, site manager)
- Maintains a positive relationship with children (and families) when arriving at school which fosters an open door culture
- Ensures all paper and electronic systems e.g. Management Information Systems (MIS), HR Information System (HRIS), Assessment Systems, Asset Management systems are up to date and the completion of year end processes are carried out i.e. pupil MIS year-end
- Ensures that internal and external reports and returns i.e., Workforce and Early Years (where applicable) Census, Local Authority (LA) and other returns relating to Government initiatives e.g. Tutoring Programme are accurate and submitted within agreed timescales

- Provides administration support to the Headteacher and wider Senior Leadership Team, including the Local Governing Body (LGB) where alternative arrangements are not in place i.e. supporting with minutes when required, updating of GIAS
- Supports the Headteacher with admissions processes to include, liaising with parents and the LA in relation to admissions arrangements
- Ensures that relevant pre-admissions information is collated and stored correctly within the MIS (manually and via the CTF process), and supports with the planning and delivery of open days, communication regarding applications and parent visits
- Supports the Headteacher with the identification and arrangements for supply cover (for both sickness absence and training) and also where required
- Leads on the booking of relevant training (for courses outside of REAch2 and therefore not bookable via Access)
- Adapts and reacts to situations that occur in school that are unexpected

Data Protection and Requests for Information

- Supports the Headteacher with the management of complaints, ensuring that responses are made within specified timelines and accurate records of actions taken are captured and stored, as outlined in the Trust's Complaints Policy.
- Receives, records and processes Subject Access Requests (SAR), Freedom of Information Requests (FOI) and other Data Requests ensuring that responses are provided within agreed timelines and as per statutory requirements
- Ensures all office and administrative systems and records adhere to the Trust's Data Retention Policy and Data Protection and General Data Protection Regulations (GDPR) and where data breaches occur, reporting to the Data Protection Officer (DPO) and supporting with the collation of information at school level.

Finance and Procurement

- Responsible for the management and audit of resources, ensuring sufficient stock of materials for the school to run effectively, to include learning resources and equipment
- Responsible for the purchase order and goods receipting process and processes invoices for the school in line with the Trust's Scheme of Delegation and Procurement Policies and Procedures
- Receives School Fund/PTA/Fundraising monies, records and banks as per local arrangements
- Allocates payments received for extra-curricular clubs, wraparound care and nursery to parent accounts within relevant booking system as identified within Trust Income Reports
- Administration of the cashless pay system – ensuring accurate records are maintained i.e. recording of lunches taken, school trips and monitoring of outstanding payments
- Leads on the application of external funding/bids and promotes opportunities to bring in additional income i.e via census day school meal initiatives

- Records procurement card transactions and ensures reconciliation with statements, for Headteacher's approval (may hold a procurement card where this is not held by the Headteacher or other senior leader)
- Submits invoices and receipts to the Finance Shared Service Team for processing
- Monitors the performance and delivery of existing school contracts and the of service level agreements (SLAs) with support from the relevant Shared Service Teams i.e. Catering
- Supports the Headteacher with the tracking of spend against plans for non-pooled income i.e. Pupil Premium, Sports Premium, SEND/EHCP

Health & Safety

- Ensures that the record of pupils' allergies and dietary requirements within the pupil MIS is up to date and that changes are communicated to Catering and other relevant staff in school
- Supports the Headteacher to review first aid and fire marshal needs, to identify sufficient first aiders and marshals and ensures appropriate training is booked and attended (may also hold a first aid or fire marshal role.
- Reports and records Health and Safety incident/concerns and liaises with the Site Manager and Shared Services Health and Safety Team i.e, prevent of accidents, safety of equipment etc.
- Provides information to the Headteacher or other relevant staff, to aid the compilation of risk assessments using the Trust's Risk Assessment templates
- Supports the Headteacher and Site Manager with the co-ordination of evacuation procedures where required
- Ensures that school vehicles have an up-to-date MOT, insurance and that drivers are appropriately qualified

People and Payroll

- Provides administration support for recruitment: advises Recruitment Team of vacancies, reserves a room for interviews, liaises with the Panel, verifies documents and uploads paperwork to HRIS
- Oversees onboarding and offboarding of any direct reports, including the management of induction, allocation of equipment and communication to wider school team
- Records staff sickness absence and other leave via the HRIS, uploads fit notes and supporting documents to employees' electronic files, supports line managers with the monitoring and escalation of absence issues to the Shared Services Team
- Accurately records monthly payroll changes within the secure school payroll channel, following Headteacher sign off i.e. additional hours worked, unpaid leave, temporary contract uplifts, changes to hours, pay changes
- Maintains electronic staff records i.e. inputting staff absences, uploads documents to staff records i.e. fit notes, training certificates and updates personal data outside of the employee self service module
- May be required to support the Headteacher and other line managers with the

submission / collation of probation, performance review, appraisal and sickness management information

- Submits approved external supply agency returns (electronic timesheets or similar) to ensure accurate charging of supply agency fees

Marketing and Communications

- Maintains the school's social media accounts, uploading content and responding to comments as appropriate
- Maintains the school's website, ensuring content is up to date and in line with statutory requirements
- Ensures effective communication systems between the school office and stakeholders e.g. staff, parents, governors and the local community
- Compiles, creates and publishes the school newsletter/communications
- Supports the Headteacher to market the school by organising open / celebration events, parent evenings.
- Manages the production of marketing materials, including pupil induction packs and other external communications / Press coverage to promote the school
- Develops and maintains constructive relationships with all stakeholders including parents, governors, staff, suppliers, external agencies and Trust Shared Service Teams

Premises, IT and Asset Management

- Works with the Headteacher and Shared Services Teams to ensure a safe environment for everyone in school
- Reports site related incidents in the absence of the Site Manager and where immediate action is required, escalates to the Cluster Surveying Partner or external contractor for support
- Liaises with Shared Service Teams and external contractors on site to support compliance checks , e.g. water hygiene, asbestos management, fire safety systems, electrical safety and others where alternative arrangements are not already in place
- Liaises with external organisations using the school premises for lettings and the Headteacher, Site Manager and Cluster Surveying Partner, to ensure that the requirements as outlined within the Trust's Lettings Agreement are in place
- Monitors and reports changes to the status of assets as per the Trust's Financial Procedures Policy
- May act as cover key-holder

Safeguarding

- Maintains the Single Central Record and ensures that information remains correct and up to date
- Supports the Headteacher to create and maintain a secure and safe environment for staff and students
- Adheres to the school's safeguarding policy and procedures

- Uses the relevant school safeguarding systems to record and report any safeguarding or pupil safety concerns in line with Trust and locally agreed procedures

Line Management

- Manages the Office Administrator: sets objectives/priorities, monitors workload and provides support
- Provides opportunities for personal development and shares learning and best practice

Other Requirements

- Participates in training and performance management as required
- Up-to-date Enhanced DBS Disclosure

The duties above are neither exclusive or exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the role.

Person Specification

E = Essential D = Desirable

Criteria		E / D
Knowledge	Standard office procedures Microsoft Office: Word and Excel to produce documents and basic spreadsheets Trust policies and procedures Database / Management Information Systems Admissions process GDPR Basic cash transactions Basic Health and Safety Single Central Record Safeguarding	E E D D D E E D D D
Experience	Relevant experience of working in a general office /administration environment Proficient in Word and Excel Using database / management information systems Office / reception management / first contact with customers / visitors Experience of working with standard office equipment e.g. photocopier Working closely as part of a team and/or line management others Standard office procedures Following process e.g. purchase orders Experience of handling, recording and banking monies Monitoring service delivery Responding to a SAR / FOI Supporting response to complaints Maintains electronic records Organising / marketing an event Using social media	E E D E D E E E E D D E D D
Skills & Ability	Good level of spoken and written English to communicate confidently, effectively, and accurately Good level of numeracy and analytical skills to reconcile financial transactions and perform basic calculations Communicates in a clear, concise and polite manner on the telephone and face to face Precision in the use of keyboard; can compose a clear message via email, letters and reports Creative skills to produce newsletters and organise events Good 'customer' service to promote the school and ensure parent / carer engagement	E E E E D E

	Adhere's to policy and procedure	E
	Completes work with accuracy and good presentation	E
	Develops and maintains effective working relationships with a wide range of people	E
	Organises own work in line with school's annual Calendar	E
	Trains others (Administrator)	D
	Arranging meetings	D
	Supervising work of others	E
	Confidentiality	E
	Sensitivity to managing personal / challenging situations	E
Training	Open to personal development / willing to undertake job related training	E

All staff are expected to understand and be committed and to contribute to Trust's commitment to Equal Opportunities for all.