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**Brownhills Ormiston Academy**

Job title: Office Manager

Location: Brownhills Ormiston Academy, Brownhills

Salary: **Grade 6 20-25 (£30,296 - £33,945)**

Status: Permanent

Contract: Academy

Hours: 37 hours a week, all year round

Holiday: 26 days per year. After 5 years service this increases to 29. Holiday to be taken during school holidays.

Reports to: Office Manager

Disclosure level: Enhanced Disclosure and Barring Services Check (DBS) will be a requirement of the post, as well as obtaining suitable references for the successful applicant.

Safe-guarding: Brownhills Ormiston Academy takes safeguarding seriously. All applicants will be subject to rigorous safeguarding checks and will be asked questions on safeguarding

Purpose of the job:

Under the direction/instruction of senior staff: oversee and manage the administrative team including reception, administrative and First Aid support to the school including the supervision of students during breaks.

Responsible for:

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|  | **Main Duties and Responsibilities** |
| **Organisation** | Assisting with arrangements for visits by outside agencies, photographer etc.  Organise arrangements for school events and visits. Support school wide events, open evenings etc.  To act as First Aider and to assist with pupil first aid/welfare duties, looking after sick pupils, liaising with parents/staff etc.  May undertake reception duties for cover purposes, answering routine telephone and face to face enquiries and signing in visitors, issuing security passes in line with safeguarding and GDPR protocols. Providing necessary hospitality for visitors, meetings etc. |
| **Administration** | To manage the administrative function within a school.  Administrative duties, including tasks associated with attendance.  Deal with general enquiries either by telephone or face to face and ensure any visitors you may be expecting or helping to coordinate sign in and follow Visitors Policy .  Open, sort and distribute incoming mail and post outgoing mail and assist with monitoring the academy’s email address.  Produce, and respond to, correspondence.  Provide administrative support including word processing and IT based tasks including knowledge of various ICT packages and the operation of office equipment.  Responsible for the completion and submission of forms, returns including those to outside agencies.  May be the first point of contact for sick pupils and liaise with parents/carers/staff.  Attend, organise and participate in relevant meetings as required. Take meeting notes as required.  Advises on the school admin staff selection process including participating in interview process.  Contribute to marketing and promotion of the school.  Provide support on data input and exam support.  May manage lettings and the use of premises for the use of outside organisations and local community. |
| **Resources** | Operate office equipment, eg photocopier, reprographic equipment  May monitor and manage stocks and supplies, selling and distributing as required.  May handle cash or cash equivalents such as dinner monies, school visits. |
| **Systems, policies and procedures** | Contribute to the development of administration policies.    Planning, developing and maintaining the support systems and procedures.  Knowledge of and adherence to school administrative systems, policies and procedures. |
| **Team involvement** | Line management responsibility for administrative staff including regular day-to-day allocation of work to others. |
| **Building professional relationships** | Communicates with staff, pupils, parents/carers, governors, suppliers and a range of other external contacts: responds to a range of difficult issues.  Provide support, advice and guidance on administrative issues to senior staff, governing body and others  May be involved with contract negotiation, managements and motivation of other administrative staff.  Likely to deal with complex complaints on behalf of the management team |
| **Record Keeping and Information Management** | Develops and maintains recording and information systems.  Undertake analysis and interpretation of data, and produce detailed reports and complex information  Operates bespoke school information management systems |
| **Problem solving and decision making** | Makes decisions on issues where there is no clear process and job holder responds independently. Manages administrative support services.  Manages all aspects administrative support services. |
| **Knowledge, skills and experience** | IT and keyboard skills.  Knowledge for developing and management of relevant administrative including use of relevant IT packages and systems.  Knowledge of administration policies and procedures acquired through experience over a period of time and across a range of activities  Working at or towards national occupational standards (NOS) in business and administration and knowledge / skills equivalent to current national qualifications Level 4. |
| **Physical demands and working conditions** | Normal physical effort with a mixture of sitting, walking and carrying minor loads.  Work normally carried out in an office environment |
| **General** | To contribute to the overall ethos, work and aims of the academy.  All staff are required to partake in performance management and training activities.  Be aware of promote and comply with policies and procedures relating to safeguarding, child protection, health, safety, security, confidentiality and data protection, reporting all concerns to an appropriate person.  Maintain confidentiality of information acquired in the course of undertaking duties.  Ensure that work is completed in compliance with relevant legislation and procedures relating to this role.  Ensure GDPR principles are embedded in normal working practices.  Post holders may be required to work flexibly in order to meet the business needs.  Appreciate and support the role of other professionals  Participate in training and other learning activities and performance development as required  The Trust expect that employees deal with people politely and tactfully, communicating with colleagues both formally and informally, modelling the Academy’s Code of Conduct and the equality policy objectives.  The above list is not exclusive or exhaustive, and the school may require the post holder to undertake duties commensurate with the level of the role. As part of your wider duties and responsibilities, you are required to promote and actively support the Academy’s responsibilities towards safeguarding. |

*The duties and responsibilities of this post may vary from time to time and post holders may be expected to undertake other duties of a similar level/nature which is considered appropriate to the level of this post.*

Person Specification

| Attributes tested by Application, Interview, Task and References  Qualifications & Experience | Essential E/ Desirable D |
| --- | --- |
| General clerical/administrative work |  |
| Appropriate knowledge of first aid |  |
| Have D1 on their driving licence and be proficient in driving the school mini bus. Midas certificate is preferred but training would be offered to the suitable candidate |  |
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| Skills and Abilities | Essential E/ Desirable D |
| Good understanding and ability to use relevant technology, eg photocopier |  |
| Keyboard/computer skills |  |
| Good numeracy/literacy skills |  |
| Ability to relate well to children and adults |  |
| Work constructively as part of a team, understanding school roles and responsibilities and your own position within these |  |
| Must demonstrate good communication skills and be able to liaise effectively with a wide range of people including teachers, students, parents and Senior Leadership team |  |
| Must have good organisational skills and the ability to work on own initiative |  |
| Other Attributes | Essential E/ Desirable D |
| Proactive, flexible and adaptable. | E |
| Punctual and conscientious. | E |
| Prepared to challenge non-compliance. | E |
| Discretion, tact and confidentiality always. | E |
| Good time management and the ability to prioritise workload. | E |
| Able to work under pressure and to deadlines and deliver excellent attention and produce accurate results. | E |
| Evidence of successful team working. | E |
| Calm in a crisis to bring about resolution. | E |
| Ability to adapt to changes in the workplace. | E |
| Understanding and commitment to the safeguarding of children. | E |
| Commitment to the school ethos and aims. | E |
| Commitment to equal opportunities. | E |
| Accurate and fluent spoken English. | E |
| A commitment to safeguarding and promoting welfare for all. | E |
| Exemplary levels of integrity. | E |