

JOB DESCRIPTION and PERSON SPECIFICATION

ORGANISATION: St Cuthbert's Roman Catholic Academy Trust **GRADE:** 5

JOB TITLE: Office Manager

EVALUATION DATE: February 2020 Reviewed September 2024

DIGNITY AT WORK: To show, at all times, a personal commitment to Looked after Children and treating all customers and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the Schools Equal Opportunities in Employment Policy.

PURPOSE: To promote the school positively and provide information (written and verbal), advice and support to staff, pupils, parents, members of the community, businesses and other agencies. Under the leadership of the Headteacher, to undertake administrative, appropriate data management, financial and organisational processes within the School.

PRINCIPAL ACCOUNTABILITIES:

Please note decision making must be included within the Principal Accountabilities

1.	To promote and safeguard the welfare of children and young people.
2.	Line Management, appraisal, mentoring and training responsibilities as appropriate for Administration Assistant/s.
3.	Responsible for completion and submission of statutory returns, eg Pupil and Staff Workforce census. Complete and submit complex forms, returns etc., including those to outside agencies e.g. DfES, Admissions Teams etc.
4.	Provide financial administration support which would include pre-payment of wraparound care, music fees, meal costs etc; support Headteacher's with budget monitoring and school fund supported by Central Business Support Team. Office Manager to supervise Office Admin and undertake weekly financial procedures as outlined in Trust Financial Procedures Manual.
5.	Responsible for ensuring that all relevant communications (verbal, letter or electronic) are actioned effectively and in a timely manner.
6.	Using relevant equipment/ICT software, e.g. Office 365, SAGE, MIS SYSTEM, Parentpay etc. the post holder is responsible for ensuring electronic and manual school data is input and analysed and that statutory regulations are completed accurately and in a timely manner.
7.	Handle and support junior members of staff with routine and non-complex reception/visitor matters – using initiative to refer complex/challenging matters to SLT.
8.	Analyse and evaluate non-complex data/information and produce the reports/information/data as required to colleagues, & SLT in a timely manner prioritising alongside other office responsibilities.
9.	Using SAGE Intacct ensure that local school supplies are ordered and received in an accurate and timely manner as directed by the Headteacher and supported by the Central Business Support Team.
10.	Provide administrative and organisational support to the School and Local Cluster Board as directed by SLT. Provide PA support to Headteacher.

11.	Undertake HR administration procedures in relation to onboarding and offboarding, changes to contracts of employment e.g. personal information (change of address), starters/leavers, liaising and providing information accordingly to the Central Business Support Team for completion of the process.
12	To be responsible for providing low level HR information to SLT and Trust (when required), in respect of sickness absence e.g. recording employee's sickness absence, producing sickness absence reports, carrying out return to work interviews, logging fit note and self certification information.
13.	Key contact with Trust ICT Services to ensure that the local IT offer is performing effectively for staff and students.
14.	To be responsible for the update of MIS SYSTEM Personnel database by ensuring data is input, maintained and accurate. This includes updating all confidential staff records including DBS, Teacher Reference numbers and, personal and professional details.
14.	Provide information to staff, pupils and others – this could include general parent/pupil queries. Ensure GDPR compliance when handling and communicating personal data.
15.	Responsible for Single Central Record, ensuring all staff have relevant checks in place and that they are recorded in a timely manner. Check the accuracy of the SCR on a half-termly basis with Headteacher.
16.	Works closely with and under the direction and the Senior Leadership Team – providing clerical support as necessary, e.g. data inputting, initial invoice processing, writing letters, arranging meetings and producing MIS SYSTEM sickness absence reports or clerical work of a similar nature.
17.	Works closely with the Central Business Support Team and Executive Heads.
18.	Participate in training and other learning activities and performance development as required. Recognise own strengths and areas of expertise and use these to advise and support others.
19.	The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on the school, as your employer and you as an employee. In addition to the employer's overall duties, the post holder has personal responsibility for their own health and safety and that of other employees; additional and more specific responsibilities are identified in the schools Health and Safety policy. Effectively carry out Emergency Evacuation responsibilities in line with local procedures.
20	Provide admin support with regards to nursery and main school admissions, including in year transfers.
<p>GENERAL: The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The post-holder must be flexible to ensure the operational needs of the school are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the school.</p>	

DIMENSIONS:

All sections should be completed – if there aren't any state 'none'

1. Responsibility for Staff:

Responsible for line managing 1 administration member of staff.
Responsible for training staff in administrative tasks and procedures.
Responsible for informing the Headteacher (SLT) and/or Central Business Support Team of issues arising.

2. Responsibility for Customers/Clients:

Responsible for ensuring important information reaches parents.
Responsible for presenting a professional, friendly, welcoming reception to visitors, parents and members of the school community.

3. Responsibility for Physical Resources:

Responsible for own equipment such as photocopiers, telephones, fax machine, office computers. Maybe asked to source office and class resources. Responsible for directing the receipt of deliveries.

WORKING RELATIONSHIPS:

All sections should be completed – if there aren't any state 'none'

1. Within Service Area/Section:

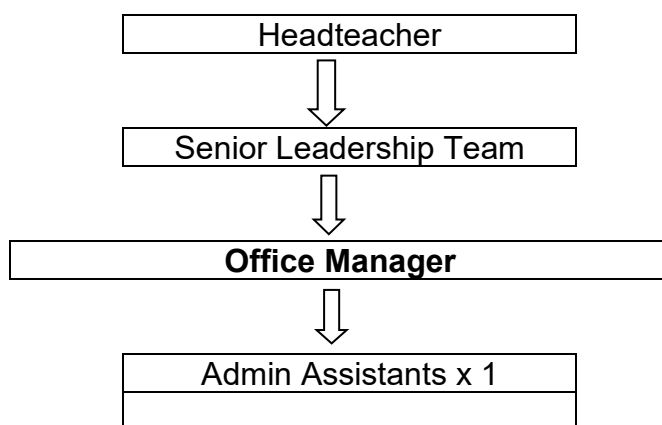
Pupils, Parents, Staff, Parish Partners and Directors.

2. With Any Other School Areas

Works collaboratively within the TRUST and liaison with Partners and the Local Authority.

3. With External Bodies to the School and TRUST

Liaison with outside agencies, businesses, suppliers and other service providers.

ORGANISATION CHART

	Tick relevant level for each category					Supporting Information (if applicable)	
	Not applicable	Low	Moderate	High	Very High		Intense
PHYSICAL DEMANDS: Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).		X					Minimum effort required to move administration resources and supplies around the office (e.g. when deliveries are received).
WORKING CONDITIONS: Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).		X					Could be on occasion exposed to verbal abuse from pupils in school and parents/carers on the telephone or visiting school.
EMOTIONAL DEMANDS: Exposure to objectionable situations over and above that normally incurred in a day to day office environment.		X					Could be exposed to highly confidential and sensitive information, sometimes of an upsetting nature.

PERSON SPECIFICATION		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p><i>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring DBS's), T = Test/Assessment, P = Presentation</i></p>				
1.	Qualifications:			
	GCSE Maths and English, Grade C or above (or equivalent) or significant equivalent experience	X		AF, CQ
	Administrative qualifications ICT qualification in Microsoft Office, MIS SYSTEM.	X		AF, CQ
	Safeguarding level 1		X	AF, CQ
	Willingness to work towards personal development, attending relevant training courses to support the school's progress	X		AF, CQ
2.	Relevant Experience:			
	Experience of using computer information systems including Microsoft packages.	X		AF, I, T
	Experience of using School MIS systems, SAGE, LA portals.		X	AF, I
	Experience of managing administrative work in a busy office environment within an educational setting	X		AF, I, T
	Experience of complex administration procedures	X		AF, I, T
	Experience of supervising and organising staff		X	AF, I

PERSON SPECIFICATION		Tick relevant column		List code/s*
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3.	Skills (including thinking challenge/mental demands):			
	Motivation to work with children and young people		X	AF, I
	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	X		AF, I
	Strict confidentiality – Must be able to keep a high degree of confidentiality and discretion.	X		AF, I
	Effective problem-solving skills	X		AF, I
	Accurate and well organised approach to work using initiative to plan/prioritise work, especially when facing a number of conflicting deadlines	X		AF,I,R
4.	Knowledge:			
	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	X		AF, I
	Know the importance of the impact of good first impressions	X		AF, I
	Knowledge of educational statutory returns e.g. pupil census, school workforce census etc	X		AF, I
	Working knowledge of current policy and practice relating to an education setting including safeguarding and data protection	X		AF, I
5.	Interpersonal/Communication Skills:			
	Verbal Skills			
	Ability to establish professional, effective working relationships with a range of internal and external partners/colleagues and children and young people	X		AF, I
	Ability to communicate effectively in writing with a wide range of professionals inside and outside the TRUST	X		AF, I
	Ability to exchange verbal information clearly and sensitively with children and adults	X		AF, I
	Pleasant, friendly telephone manner	X		AF, I
	Ability to negotiate with colleagues for effective outcomes	X		AF, I
	Written Skills			
	Ability to complete forms legibly and accurately	X		AF, I
	Good written communication skills including report writing and social media messages	X		AF, I
	Excellent literacy, numeracy and ICT skills	X		AF,R
6.	Other:			
	None			
8.	Additional Requirements:			
	None		N/A	
9.	Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the School obtaining a satisfactory Enhanced and Barring List Disclosure from the Disclosure and Barring Service.	X		DBS Disclosure

PERSON SPECIFICATION		Tick relevant column		List code/s*
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	If the post-holder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	X		AF(after short listing)
	If the post-holder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A	AF(after short listing)