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**Office Manager (A4604)**

**Location:** Prosper Learning Trust Academies as designated

**Grade:** N6

**Responsible to:** Academies’ Business Support Manager/Trust Operations Manager

**Responsible for:** Academy Admin Assistants

**Job Purpose:** To provide a high quality, efficient and effective administration service within specified academy. Providing advice and support to the Trust Operations Manager. To work as part of the administrative team, support the academy in attaining its aims and objectives, by providing and ensuring administrative support to the leadership team.

**Location:** Newcastle Bridges School. Please note that staff may be rotated to other academies within the Trust to gain skills and experience and to ensure that Trust academies have access to this knowledge bank as and when required.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is

not necessarily exhaustive and other duties of a similar nature and level may be

required from time to time.

**Lead administrator:**

* Ensure timely and effective secretarial and administrative support to the Head Teacher/Head of School (and other members of the leadership team) in accordance with best practice.
* Ensure the effective operation of the Head Teacher’s/Head of School’s personal office to ensure the efficient discharge of functions to governors, teachers and parents including hospitality arrangements and management of their diary.
* Assist the academy by maintaining good relationships with staff, parents, governors, contractors’ representatives and external agencies in order to promote the objectives of the academy.
* Generate correspondence and reports of a routine nature. Completion of forms and returns required by Department of Education and other external agencies.
* Organise, co-ordinate and manage event organisation and hospitality for functions throughout the year.
* Be responsible for ensuring that all general word processing – letters, forms and booklets including handbooks, induction packs, newsletters, School Development Plan, school policies etc are completed efficiently and to ensure that the information contained within them and on the school’s website is kept up to date.
* Management of pupil assessment data systems – ensuring accurate and timely input and transfer where appropriate.
* Be responsible for confidential secretarial, administration and clerical duties relating to all aspects of the Head Teacher’s/Head of School’s work including management of diary, correspondence, records, databases for whole school events, exclusions and personnel work.
* Take and distribute minutes of Senior Leadership Team and staff meetings as required. On occasion these meetings can be confidential and deal with sensitive issues. Managing action points with team members.
* Liaise with Trust HR Officer regarding staff recruitment and all employee related matters – providing timely information to ensure staff records are kept up to date.
* Organise supply bookings as needed and ensure good relations are built with agencies, maintain records and work with Trust Operations Manager to negotiate prices and ensure a good deal is sought when cover is needed in school.
* Maintain academy sickness absence records and note any trends or patterns.
* Provide timely and effective secretarial and administrative support to the Governors as required.
* Develop and maintain good practice in relation to the provision of an efficient and effective service within reception area(s) and other administration offices.
* Line manager for administrative staff, encouraging their personal and professional development, appraisal, keeping them informed of developments within the academy and Trust that may reflect upon their working situation.
* Being responsible for keeping the Academies Business Support Manager and Trust Operations Manager informed of needs and concerns relevant to the work of the administrative staff.
* Overseeing the general office workload including support to senior leadership team members.
* Budget holder for and oversight of admin office supplies.
* Work with the Academies Business Support Manager to prepare a trust administrative calendar.
* To work with the Trust HR Officer to maintain an accurate Single Central Record.
* To manage the administrative function including the admin and ICT facilities, academy reception, reprographics, records and telephones etc
* Receive and deal appropriately with all incoming electronic communications into the academy email account. Use judgement to re-direct them or manage them on behalf of the Head Teacher/Head of School.
* To manage, collate and analyse school surveys and returns, identifying trends and possible actions.
* To complete statutory returns e.g. census, staff workforce census
* Be responsible for the general security in the school office
* To be day to day contact for health and safety issues and repairs and maintenance issues. To liaise with site managers and Trust Premises and Estates Officer on site issues.
* To manage the academy’s minibus(es) with regard to servicing, repairs and maintenance etc and to work with Trust Premises and Estates Officer with regards to approved drivers for the academy and maintenance of records.
* To act as the academy’s Evolve administrator in relation to educational visits if required.
* To liaise with Trust Exams Officer with regard to exams requirements at the academy.

**Support for the Trust:**

* Be aware of and support students with varying needs and ensure all students have equal access to opportunities to learn and develop.
* Contribute to the overall ethos/work/aims of the Trust.
* Establish constructive relationships and communicate with other agencies/professionals to support achievement and progress of pupils/students.
* Promote the academy/trust equal opportunities policies in all aspects of employment and service delivery.
* Assist in maintaining a health, safe and secure environment and to act in accordance with the academy’s policies and procedures
* Other duties commensurate with the grade of the post as required by the PLT Chief Executive Officer or Head Teachers/Heads of Schools.

**PERSON SPECIFICATION – OFFICE MANAGER**

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| **Area** | **Essential/Desirable** |
| **Qualifications & Training** |  |
| GCSE ‘O’ Level or equivalent in English and Maths | E |
| CSBM, DSBM or similar level qualification | E |
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| **Knowledge and Experience** |  |
| Experience of working in Office Manager role which involved line management of staff. | E |
| An understanding and knowledge of the key principles of school based administration. | E |
| Experience of working with Microsoft packages including word, excel and power point | E |
| Experience of delivering high quality customer service | E |
| Administrative experience gained whilst working in a multi-academy trust/schools or educational setting | D |
|  |  |
| **Skills & Key Criteria** |  |
| Good organisational skills | E |
| Ability to prioritise workload effectively to meet deadlines | E |
| Excellent communication and inter-personal skills | E |
| Ability to communicate effectively with all stakeholders | E |
| Excellent problem solving skills | E |
| Well-developed IT skills, including the ability to take minutes | E |
| Ability to use initiative and judgement and work autonomously | E |
| Ability to maintain confidentiality | E |
| Proven tact and diplomacy skills | E |
|  |  |
| **Personal Attributes** |  |
| A supportive and co-operative team member with a flexible approach | E |
| Highly motivated showing resilience and reliability | E |
| A positive attitude and commitment to equality | E |
| Ability to manage own time well to meet competing demands | E |
| Ability to work outside normal trust hours if the need arises | D |
| Ability to travel to trust academy locations as required | E |
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| **Equal Opportunities** |  |
| Should indicate an acceptance of, and a commitment to, the principles of the Academy’s Equal Rights policies and practices as they relate to employment issues and to the delivery of services to the trust. | E |
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| **Safeguarding** |  |
| Commitment to the protection and safeguarding of children and young people | E |
| Have an up to date knowledge of relevant legislation and guidance in relation to safer working practice for those staff working with children and young people in an education setting | D |