

## Office Manager Job Description and Person Specification

<b>Post title:</b>	<b>Administration/Office Manager</b>
<b>Pay range:</b>	<b>Grade 5 - NJC pay scales (£28,163 - £31,067 pro rata, term time only + 2 weeks)</b>
<b>Line manager:</b>	<b>School Business Manager</b>

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### Job Description

#### Core Purpose

To manage and evolve an efficient administration function at Claremont Primary School to ensure the provision of a customer orientated student reception/telephone/reprographics service, continually improving the service provided by the team for the school, students, parents/carers and staff.

The school is fully committed to safeguarding children and promoting their welfare and expects all staff to share in this commitment. All posts are subject to an Enhanced DBS with Barred List check.

This Job Description is furnished to assist staff joining school to understand and appreciate the work content of their post and the role they are to play in the organisation.

Whilst every endeavour has been made to outline the main duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. This job description is not a definitive list of responsibilities but identifies the key components of the role. The post holder will, therefore, be required to undertake other reasonable duties commensurate with the purpose and salary level of this post.

Employees should not refuse to undertake work, which is not specified in this document, but they should record any additional duties they are required to perform, and these will be taken into account when the post is reviewed.

Claremont Primary School is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the School's Services.

Claremont Primary School is committed, where possible, to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### Duties and Responsibilities

#### Organisation

Ensure appropriate administration support is provided to internal and external customers, ensuring appropriate cover is arranged for overflow calls, reception/telephone console or student reception at all times of the day.

Assist the school by developing and continually improving the services provided by the administration team.

Assist in the organisation of events such as Presentation Evenings, Parents Evenings, Christmas Concerts, productions, external conferences etc., and organise associated administration.

Respond to customer queries and complaints in line with school policy.

Provide complex advice and guidance to staff, students, parents/carers and others.

Manage SchoolMoney/website/school information management systems (Arbor) and ensuring accurate information, updates and returns as required internally and externally.

### **Administration**

Update general office procedures to reflect current practice.

Assist the Business Manager with specific administrative tasks as and when required.

Manage online and paper filing systems in line with retention and data protection guidelines.

### **Resources**

Operate relevant equipment/ICT packages (e.g. MS Office, internet, intranet, SIMS, E-mail).

Monitor and control devolved administration budgets.

Safeguard and maintain stationery stock levels.

### **Management**

Line manage direct reports ensuring the effective and efficient operation of the department and that each individual is effectively deployed.

Hold regular weekly team meetings with direct reports in order to address any issues arising and to bring these to an acceptable conclusion wherever possible.

Be responsible for the performance management and professional development of direct reports.

Be responsible for the recruitment and induction of new staff to the department.

### **Wider Responsibilities**

Be aware of and comply with policies and procedures relating to child protection /safeguarding, equality and diversity, health and safety, ICT, security, confidentiality and data protection, reporting all concerns to an appropriate senior person.

Comply and assist with the development of policies and procedures relating to area of responsibility as required.

Develop effective professional relationships with others.

Be aware of and support difference and ensure equal opportunities for all stakeholders accepting the principles underlying the school's equal opportunities policies and practice.

Maintain the confidential nature of information relating to the school, its students, parents and carers acting in accordance with the principles of the Data Protection Act 2018 at all times.

Contribute to and support the overall life, work/aims and ethos of Claremont Primary School.

Attend and participate in relevant meetings as required.

Participate and engage in training and appraisal as required.

Undertake additional duties as reasonably requested by senior staff.

**This job description is not your contract of employment, or any part of it. It has been prepared only for the purpose of Claremont Primary School and may change either as your contract changes or as the organisation of the school is changed. Nothing will be changed without consultation. This document must not be altered once it has been signed but it will be reviewed annually as part of the performance management process or as appropriate.**

**PERSON SPECIFICATION**  
**Administration / Office Manager**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>How this will be identified</b>
<b>SKILLS AND EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of development, management and operation of administrative systems and ICT packages including Microsoft Office software</li> <li>• Excellent organisational and time management skills</li> <li>• Ability to lead and manage other staff</li> <li>• Ability to fulfil all spoken aspects of the role with confidence.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of the use of complex information or financial databases (e.g. SIMS package)</li> <li>• Experience of working in a school</li> <li>• Website maintenance</li> </ul>	Application / Interview / References
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• 5 GCSEs including English and Maths Grade C or above or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Supervisory / management qualification</li> <li>• Health and safety qualification, e.g First Aid</li> </ul>	Interview / Documents
<b>TRAINING</b>	<ul style="list-style-type: none"> <li>• Evidence of self-development</li> <li>• Willing to undertake training as required and assist in training colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of training in advanced ICT applications</li> </ul>	Application / Interview / Documents
<b>SPECIAL KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of managing people</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of education and policies and procedures relating to working in a school</li> </ul>	Application / Interview / References
<b>PERSONAL CIRCUMSTANCES</b>	<ul style="list-style-type: none"> <li>• Flexible in terms of working evenings on occasion in line with school calendar</li> <li>• Eligible to work in the U.K.</li> <li>• No contra-indications in personal background/criminal record indicating unsuitability to work with children/young people</li> </ul>		Interview / References Documents
<b>DISPOSITION / ATTITUDE</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure and meet conflicting demands within deadlines</li> <li>• Ability to communicate effectively at all levels</li> <li>• Flexible and positive approach to change</li> <li>• Willing to work as part of a team</li> <li>• Professional and customer service orientated</li> <li>• Ability to maintain a high level of confidentiality and discretion at all times</li> </ul>		Interview / References
<b>PRACTICAL / INTELLECTUAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Complex problem solving</li> <li>• Proactive</li> </ul>	<ul style="list-style-type: none"> <li>• Creative thinking</li> <li>• Able to contribute to the wider school community and activities</li> </ul>	Application / Interview / References
<b>PHYSICAL / SENSORY</b>	<ul style="list-style-type: none"> <li>• Must be able to perform all duties and responsibilities in work location with reasonable adjustments where appropriate</li> </ul>		Interview

<b>EQUALITY &amp; SAFEGUARDING</b>	<p>Candidates should indicate an acceptance of, and a commitment to,</p> <ul style="list-style-type: none"> <li>the principles of the school's equal opportunities policies and practices as they relate to employment issues and to the delivery of services to the community".</li> <li>safeguarding and promoting the welfare of children and young people</li> </ul>	<p>Interview</p>
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