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**JOB DESCRIPTION**

**JOB TITLE: SENIOR OFFICE MANAGER – TRUST PRIMARY SCHOOLS**

**Responsible for:** the provision of effective administrative and professional services to parents, pupils and staff including front of house, admissions, day to day financial processes, educational visits, afterschool clubs, services to support pupil and staff safeguarding, welfare and a range of other administrative services to ensure efficient control and conduct of the main office on each site.

**Responsible to:** The CEO of the Trust and the Trust Head of Management Services.

**Working with:**  The Headteacher of each Primary School.

**Line management of:** Main office staffing – currently Receptionist/Admin officers [2] TPS and Receptionist/Admin officers [3], Premises Offices [day to day] at FPS. Some staff are P/T.

**Other functional relationships:** Teaching and support staff on both sites, senior staff at the Graveney Trust in particular

 The School Business Manager and the Senior Finance Officer.

**Job Purpose**

* To provide a comprehensive administrative and business support service to the Primary Schools following the Trust framework, guidelines and advice for all such provision.
* Have an excellent knowledge of all school office procedures, to carry out all administrative duties in a timely and efficient manner ensuring deadlines are met within the school office in order to maintain the efficient running of the school.
* To be collaborative in providing vision, strategic direction and leadership in the planning, management and development of effective operations across the sites to include but not limited to administration, facilities and to ensure the provision of systems and procedures to facilitate the requirements of running a busy school office.
* To be the key person responsible for pupil admissions in accordance with the LA/school/Trust admissions policy
* To manage the procedures relating to pupil transfers in accordance with school/LA/Trust policy.
* To be responsible for managing and maintaining SIMS with regard to all pupil records
* To be responsible for liaising with Trust employees to ensure that all DBS, volunteer and governor safeguarding information is up to date and on file
* To manage an effective daily liaison with the other office staff across the Trust to ensure that SIMS records (attendance, admissions, FSM etc) are complete and up to date and that all associated systems are properly linked with SIMS (Parentpay, SIMS Agora, Keep Kids Safe etc).
* To manage the collection, recording and delivery to the Trust of all school monies collected
* To maintain records of the School Fund Account
* To ensure that all financial responsibilities are conducted within the framework of the Trust’s regulations and procedures in a timely and efficient manner.
* To organize and oversee the running of the afterschool clubs at the school and liaise with extended provision external providers
* To manage a multi-functional team of office staff and external contractors covering a range of activities including Finance, Premises, Administration and clerical support. External contractor provision for cleaning, premises maintenance and catering services.
* To identify and provide training as required for current staff and managing performance in line with the Appraisal systems of the Trust.
* As part of the Leadership Team on each site to provide support and informed comment to peers to explore options and actions for the way forward in respect of change or update as appropriate.
* To continually enhance the reputation of the school within the community and beyond by building good and effective networks of support and relationships both within and outside of the Trust family.

**Key Tasks**

**General Management**

* To be responsible for the overall line management and professional development of the Administration staff, the Mid-day meal supervisors and the Premises Officer - developing and implementing new procedures, protocols and office systems to meet the changing needs of the school.
* To provide liaison and support for the Governing Body as require in conjunction with the Trust School Business Manager
* To monitor and maintain daily registers for staff attendance, informing the Headteacher when action may be required. To inform Trust of all such absences and support any action taken by the Trust.
* To maintain confidential staff records as required by the Headteacher.

**Reception Duties**

* Ensure that all visitors to the school are received in a friendly and professional manner and that they feel welcome and well attended to.
* To be responsible for Processing children who arrive late and leave during the day for appointments/sickness etc
* Process ID checks for all visitors in accordance with the school’s safeguarding procedures ensuring everyone is signed in and out and wearing the appropriate identification. Seek to ensure the safety and welfare of pupils by being aware of unexpected visitors and reporting to senior management team any concerns which arise through contact with children in line with the school’s ‘anti bullying’ and ‘child protection’ policies.
* Ensure all contractors visiting site to carry out any work sign in and out accordingly
* Ensure all queries, either in person or by telephone, are dealt with swiftly and appropriately using tact and diplomacy at all times.
* Ensure the answer-phone messages are checked early every morning and then regularly thereafter during the day.
* Ensure messages are clearly recorded and passed onto the relevant staff in school
* Handle difficult situations and issues with sensitivity and a calm manner, being at all times aware of the need to safeguard pupils, operate within data protection guidelines and maintain strict confidentiality at all times.

**Admissions**

* To work in conjunction with the LA admissions process for the school, acting as the school’s Admissions Officer, (including Nursery provision/intake, Reception intake, mid-term admissions and leavers including CTFs, waiting lists, transfer to Secondary school etc) To provide appropriate information to staff about the intake in advance of admission wherever possible.
* To arrange prospective parent visits to the school for the Headteacher or senior staff
* To maintain pupil record folders and files
* Responsible for ensuring all school admission packs are kept up-to-date and distributed in liaison with other office staff and the Foundation stage leader
* Ensure Reception Admission packs are up to date and available for all parents/carers. To support parents/carers with completing the forms and following up missing information where necessary
* Preparation of information and records for forwarding on to appropriate Primary schools as necessary
* To respond promptly to fill vacancies arising as pupils leave the school and to notify the Trust if a place remains vacant in the run up to the termly census

**Administration of Educational Visits (on and off-site)**

* Liaise with teaching staff to ensure all entries in the school diary are cross-checked and followed up to ensure SLT are aware of all trips, excursions, events etc.
* Responsible for the arranging transport for trips, e.g coaches or TFL travel cards/Oyster cards for staff etc.
* Source the most competitive prices for coach bookings
* Ensure adequate first aid arrangements are in place for each trip, bearing in mind the nature and destination of the trip and age of pupils attending
* Liaise with the EVC to ensure all necessary paperwork has been completed for each visit/event and submitted at the appropriate time and has been authorised by the appropriate person before the trip or event takes place
* Administration of paperwork for school swimming lessons.
* Ensuring that all School Journeys are fully complete and accounted for on the SJ accounts sheet for each individual trip – including the transfer of pupil premium funding.
* Liaise with the external provider for after school care.

**Afterschool clubs / extended provision**

* To organize and oversee the running of afterschool clubs in liaison with the relevant SLT or other staff member
* To ensure that relevant letters/correspondence is distributed so that information exchange is carried out in a timely fashion
* To oversee the collection of all monies for afterschool clubs and follow Trust protocols and procedures for handling these monies.
* To inform parents via letter, text, phone call etc. with regard to afterschool club information
* To oversee and utilize any online booking systems ensuring, where possible, equal access and equity.
* To oversee the information exchange and arrangements with external providers to use the school premises during out of hours use, including holiday periods.

**General Administration**

* To maintain the school diary, school calendars and share weekly diary sheets.
* Produce standard letters and reports as requested by the HT and senior staff
* Ensure the school emails are checked every morning and then regularly thereafter during the day and dealing with or forwarding messages to appropriate staff.
* Make appointments for the Headteacher, senior teachers and teaching staff as requested.
* To compile letters/documents and other information for staff as required within the parameters that have been agreed for these services.
* To arrange meetings with parents and other individuals as requested
* Coordinate all paperwork for the two Parent Consultation Meetings held during the year
* Upload the school newsletter onto the website every week and send it out electronically to all parents/carers/Trust
* To be responsible for organising and managing the administrative procedures relating to admissions, pupil records, and pupils with SEN (under the direction of the SENCo).
* To ensure that all appropriate records are maintained and necessary returns are completed and submitted by the set deadlines including collating staffing absence data and providing copy records for the Trust in accordance with the agreed systems/timescales
* To manage an effective computerised system for record keeping processes (SIMS) and to attend training courses as necessary to keep up to date with the systems
* To be responsible for the SIMS end of year procedures including promotion of records in preparation for the next academic year
* To be responsible for the pupil returns required by the Local Authority and Dfe including census information
* To be responsible for the administration and organisation of school photos to include arranging photographer visits, production of class/sibling lists, collating of all information relating to the family requirements, distributing photos when returned and importing into SIMS pupil records:
* To manage the distribution of school reports and accompanying paperwork to ensure they are distributed in a timely manner and to ensure all pupils reports are ready, copied and collated in time.
* To support the effective implementation of school attendance systems
* Liaise with the school uniform company as required
* To be responsible for the administration of the school’s post including sorting and distribution and for ensuring that post is sent to Graveney Trust on a daily basis

**Safeguarding**

* In liaison with Trust HR staff, to be responsible for ensuring all adults within the school are DBS checked and maintain the School Central Record in line with the Child Protection and safeguarding policy.
* To meet with the HT half termly to ensure all safeguarding policies, documents and systems are checked and monitored

**Financial**

* To work closely with Trust staff to become familiar with all the Trust’s financial systems and procedures and operate within them in a timely and efficient manner
* To be responsible for the collection and accounting of all school fund money and accurate and for maintaining up to-date records of all monies received broken down by class trips, events etc.
* To become familiar with Parentpay and ensure that all monies are collected via Parentpay unless there is a good reason not to
* To check all school trip accounting records and ensure that they balance and can be reconciled with the class records
* Ensure orders are always raised for all goods, supplies and services and to process these promptly including checking all details are complete and correct before sending to the Graveney finance office (which should be one on the day of completion) for processing
* Ensure that delivery notes are signed by the staff who ordered the goods and then processed according to the Trust’s financial procedures
* Keep a record of ‘blue’ order copies

**Welfare**

* Hold a relevant First Aid Certificate and maintain this qualification
* To ensure the provision of First Aid for children throughout the school day – where there are no other qualified staff available this will entail dealing with minor injuries and to administer first aid, following the correct guidance, contact parents where necessary and keep up-to-date record book as per the school’s policies and procedures.
* Care for distressed children until a parent/carer arrives
* To be responsible for maintaining the records for administration of medicine to pupils and for administering medicines to pupils
* Complete accident forms and liaise with Health & Safety officer in school (HT)
* Administer medicines to pupils in line with school policy if required.
* To be responsible for arranging medicals with the school nurse/dentist
* Liaise with the SENCO to update and maintain Health Care Plans and medical records of pupils

**Other Duties**

* In the event of an emergency to adhere to the office evacuation procedures and to assist with an accurate roll call. To assist in organizing practice Fire Drills as required.
* To assist in the promotion of the school through the sensitive dealings with children, parents and visitors at all times.
* Cover duties of other office staff as requested by the HT.
* To be the point of contact for the catering company at both schools.
* To monitor and maintain an appropriate level of stock control for office supplies.
* Instruct staff in the use of office equipment.
* Assist with dealing with lost property.
* Any other duties as can be reasonably expected within the boundaries of the school office.
* Together with your line manager be responsible for identifying and agreeing your personal development/training needs.
* To liaise with both the Premises Manager and the Trust Premises Manager in identifying maintenance issues and resolving same – to include planned works.
* To follow the Trust lettings policy and to maintain such file – to explore avenues for further income generation and community use.
* To assist in the management of all External Contracts to include but not limited to Site Services, Photocopying and Catering etc.
* To work flexibly with the schools within the contractual terms agreed to ensure that the needs of the schools can be met, which may result in an extended working week during busy times in the school year.

**Safeguarding Children**

* Display a commitment to the protection and safeguarding of children and young people in line with the ‘Guidance for Keeping Children In Education Safe’. Report to the Headteacher ANY behaviour by colleagues or children which raises concern.
* To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Education Act 2002 and working together in relation to child protection and safeguarding children and young people as this applies to the postholder’s role within the school.
* To also be fully aware of the principles of safeguarding as they apply to children and young people in relation to the postholder’s role.
* To ensure that the postholder’s line manager is made aware and kept fully informed of any concerns which the postholder may have in relation to safeguarding and/or child protection.

**PERSON SPECIFICATION**

**Qualifications/Knowledge**

* A good level of education including at least a good pass at English and Maths GCSE or equivalent and good A Level passes or equivalent (E) and ideally a degree or equivalent (D)
* A strong working knowledge of Microsoft Office applications (E)
* Knowledge of SIMS (D)
* A first aid at work certificate, or a willingness to become qualified immediately following appointment (to be arranged and paid for by the school) (E)

**Experience**

* Experience of working in a primary school in a senior position (D)
* Provision of secretarial, financial and administrative support services to individuals and teams (E),
* Experience in implementing new systems and/or improving existing systems (E)
* Diary and events management (D)
Successful experience of working co-operatively as part of a team (E)

**Skills**

* Excellent communication skills, both oral and written (E)
* Negotiating/persuasive skills to encourage others to follow a particular course of action
* Accuracy and a good eye for detail (including but not restricted to typing and data input)
* Good typing speeds (60wpm) (E)
* Effective time management skills (E)
* Excellent organisational and planning skills (E)
An ability to assimilate information quickly (E)
* Commitment to working as part of a team and to contribute significantly to its effectiveness and success (E)
* Thorough understanding of safeguarding procedures in schools (E)

**Personal Attributes**

* Good, confident personal presentation (E)
* Ability to display a calm, tactful and responsible attitude (E)
Commitment to professional development and training (E)
* Commitment to equal opportunities (E)
Flexible approach, with the willingness and adaptability to develop new skills as necessary
* Willingness to work outside of contractual hours occasionally to meet the needs of the school
* A positive and energetic outlook
* A commitment to working in a school that forms part of a larger organisation (the Graveney Trust) and to ensuring that the needs of both the school and the Trust met.

 Key: E=Essential

 D=Desirable