



## Job Description

<b>Location:</b>	<b>Colindale Primary School</b>
<b>Job Title:</b>	<b>Office Manager – School Administration Level Four</b>
<b>Grade &amp; Salary:</b>	<b>G (JE0448) FTE £31,731 - £35,217 Pro Rata £27,784 - £30,837</b>
<b>Hours</b>	<b>Mon – Fri 36 Hours Per Week Term Time Only (39 weeks)</b>
<b>Reports to:</b>	<b>Headteacher/Deputy Headteachers/School Business Leader</b>

### 1. Purpose of Job:

To manage the administrative function within the school and to ensure customer care is maintained in line with the schools Customer Services policy.

### 2. Key accountabilities/duties/responsibilities:

The below section of this role profile will give examples of the duties and responsibilities that may be carried out.

This list is not exhaustive.

- ✓ Manage the administrative function within the school
- ✓ Work closely with the School Business Leader to plan, develop, organise and monitor systems and procedures relative to the school administrative function
- ✓ Undertake analysis and interpretation of data and produce detailed reports and complex information
- ✓ Responsible for the Admissions process, ensuring all aspects of the admissions process are carried out thoroughly and correctly. Liaising with Local Authority, Headteacher and senior staff so that parents receive the very best attention and advice throughout.
- ✓ Provide operational day to day support and advice to Headteacher, School Business Leader, senior staff and others, including presenting with options
- ✓ Step in to relieve workload pressures on Administrative staff as and when necessary
- ✓ Responsible for the completion and submission of forms, returns including those to outside agencies

- ✓ Produce and respond to correspondence for self and others
- ✓ Manage and operate the school management information system, Arbour, including parent payment and communication system
- ✓ Manage administrative staff and organise work in this function
- ✓ Assist with marketing and promotion of the school
- ✓ May organise meetings and take notes/minutes, such as Governors meeting, School Leadership Team meetings
- ✓ May manage lettings and use of premises for use by outside organisations and local community
- ✓ May manage the school's financial processes and monitor budget
- ✓ May be responsible for effective operation of payroll system
- ✓ May deal with and resolve complaints relating to administrative and/or financial procedures and processes.

### **3. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the school's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

### **4. Flexibility**

The jobholder may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the school develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.

### **5. The School's Commitment to Equality**

All staff are expected to promote equality in the work place and in the services the school delivers. To deliver the school's commitment to equality of opportunity in the provision of its services. To protect and promote children's rights in accordance with UNICEF's Rights of the Child.

## PERSON SPECIFICATION

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### Knowledge, training and experience

<ul style="list-style-type: none"> <li>✓ Educated to NVQ level 4, HND or foundation degree level and/or equivalent knowledge and experience in specialist area</li> <li>✓ Working at or towards relevant Business and Administration national occupational standards that underpin qualifications at level 4 or equivalent knowledge and experience</li> <li>✓ Significant office experience in a senior administrative role</li> <li>✓ Knowledge and understanding of Data Protection, Safeguarding and confidentiality issues</li> <li>✓ Knowledge and understanding of internal and external guidelines and statutory requirements</li> <li>✓ Deep and broad knowledge and understanding of the school, school policies and procedures, and services to resolve queries and problems</li> <li>✓ Thorough knowledge and understanding of appropriate specialised systems and administrative and/or financial procedures</li> <li>✓ Management experience</li> <li>✓ Able to use office equipment, such as photocopiers, printers, fax, laminators</li> <li>✓ Proficient user of MS Office software and/or in-house software</li> </ul>
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<b>Skills</b>
<p><b>Planning, organising and controlling skills</b></p> <p>The ability to:</p> <ul style="list-style-type: none"><li>✓ work within the school policies and procedures organise, plan, allocate as required and deliver work that is usually completed in the short term</li><li>✓ manage the administrative and/or finance function for the school for example providing support, advice and guidance on administrative issues to senior staff, governing body and others, developing and maintaining recording and information systems, operating bespoke school information management systems</li><li>✓ plan for and organise school trips/visits and events</li><li>✓ contribute to the short term plans of the school</li><li>✓ manage others</li></ul>
<p><b>Communication and influencing skills</b></p> <p>The ability to:</p> <ul style="list-style-type: none"><li>✓ provide advice, guidance and support on a range of non-teaching issues to Head Teacher, teachers, other school employees, Governors, pupils, parents and other members of the community</li><li>✓ build and maintain effective working relationships with colleagues and other agencies as required to ensure the appropriate level of service is provided</li><li>✓ establish and maintain effective and constructive relationships with pupils, parents and carers, communicating with them as appropriate to share information, and inform them of school business through daily contacts and written communications</li><li>✓ undertake reception duties including dealing with visitors as required, using courtesy, tact and diplomacy</li><li>✓ manage others by using diplomacy, sensitivity and empathy</li></ul>
<p><b>Initiative and Innovation skills</b></p> <p>The ability to:</p> <ul style="list-style-type: none"><li>✓ work within internal and external guideline, statutory requirements, school policies and procedures using initiative to prioritise tasks and organise own and others workload</li><li>✓ use innovative skills for developing, planning and managing administrative and /or financial function within the school</li><li>✓ deal with problems independently and seeking advice from Head Teacher/Deputy Head Teacher/School Business Leader as necessary</li></ul>

