

# Job Description & Person Specification



## Office Manager and Head's PA

Full time: 37 hours per week; 52 weeks per annum

Hours of work 8-4.30 with a 1-hour break throughout the day; there will be rare times where the postholder is required to work hours in addition to the these. Time in lieu out of term time will be available as compensation.

### Band 4a (Scale point 19-23 depending on experience)

#### Accountabilities

Reports to: Business Manager

Direct reports: Reception team, attendance officer

Member of: Administrative team

#### Core purpose

Leading front office and administrative functions across the school, including overseeing communications, reprographics and other non-finance, non-teaching functions. Leading on the administration of cover, and managing student admissions. Providing PA support to the Headteacher as required. Supporting the administration of SIMS and other school systems.

### Specific responsibilities

#### Office Management

- To lead and manage an effective administration service to students and staff throughout the school.
- To maintain administrative systems and procedures and to train and support staff to ensure that these systems and procedures are properly implemented and effectively controlled
- To ensure that the school complies with Data Protection and Freedom of Information legislation, in conjunction with RET's central team.
- To manage the administration of communications and events, ensuring that communications are clear, professional and timely and that online systems are well used, with data regularly maintained.
- To line manage the reception and administration team; leading and supporting them to fulfil their personal and team responsibilities.
- To hold regular line management meetings with the administrative team, and to undertake the annual performance review process.

#### Cover

- To administer cover for planned and unplanned absence, ensuring that cover staff are deployed appropriately and that work is available for cover staff, escalating any concerns as appropriate.
- To induct day-cover staff in key school processes and policies.
- To administer room changes, ensuring that reasonable notice is provided to any affected parties.
- To ensure that all appropriate records and documentation relating to cover staff are held in line with school requirements.

#### Admissions

- To manage all aspects of student admissions, including monitoring the relevant email account and phone line and to act as the key contact for admissions queries.

- To manage the student waiting list, including arranging pre-admissions meetings and tours for applicants, regular data maintenance and reporting.
- To oversee the administration of students joining the school once an offer has been made; including the establishment of SIMS and hard copy records, timetables, ParentPay, Show My Homework and other accounts.
- To correspond with applicants, the Local Authority and other schools as required within the role.
- To support with the marketing and publicity of admissions events, including managing the website and online booking portals for open and taster events.
- To work with the Senior Leadership Team in the offering of Year 7 places, managing appeals and transition.

### **Head's PA**

- To act as the first point of contact for communications or visitors to the Headteacher; screening or diverting calls/queries as appropriate.
- To manage electronic and hard copy correspondence for the Headteacher, including the head@ email account.
- To manage the Headteacher's diary, arranging appointments and ensuring all reservations, travel arrangements, hospitality and rooming needs are taken care of.
- To prepare materials for internal and external purposes, including the weekly bulletin, school newsletter, school prospectus, press releases. To support maintenance of the school website.
- To prepare and disseminate agendas and other paperwork for SLT and Governors meetings, taking minutes of meetings as required.
- To provide confidential administrative support to the Headteacher and Senior Leadership Team.

### **Other duties**

- As part of the administrative team, to provide Reception cover on an ad hoc basis.
- To carry out other reasonable tasks from time to time as directed by the Headteacher or the Finance and Operations Manager.

### **General Responsibilities (all staff):**

- To perform duties and attend meetings as reasonably required.
- To participate in the School's performance management scheme.
- To undergo in-service training where required.
- To contribute to the school's pastoral system.
- To observe and implement current school policies and good practice.
- To carry out such particular duties as the Headteacher may reasonably direct from time to time.

## **Person Specification**

### **Experience**

- Experience working in a school setting- Desirable
- Experience handling confidential information- Essential
- Experience prioritising own work load and meeting tight deadlines- Essential
- Experience providing PA support to a senior leader- Highly desirable
- Experience managing a busy and diverse team- Highly desirable

### **Professional knowledge**

- GCSE or equivalent (NVQ level 2) passes in English and mathematics- Essential
- Excellent written English and spoken communication skills- Essential
- Excellent numerical skills- Essential

- Knowledge of school safeguarding and reporting requirements- Highly desirable
- Knowledge of SIMS, data protection and data management principles- Highly desirable
- Relevant degree or professional qualification- Desirable

### **Skills and Attributes**

- Ability to manage own time effectively
- Ability to adhere to working procedures and policies within the school environment
- Ability to operate as part of a team or individually as required
- Ability to relate well to children and adults
- Good communication skills
- Excellent ICT skills including word, excel and powerpoint
- Able to maintain a high level of confidentiality
- Patient, flexible and adaptable, meticulous and conscientious
- Self-starter with initiative and drive.
- Personal energy, drive and resilience with a desire to make a difference.