



Office Manager

JOB DESCRIPTION

Role Purpose:

To provide confidential, administrative and organisational support to the Academy Headteacher, Senior Leaders and Executive Assistant. To liaise with regional operations staff to ensure the smooth running of the academy. To act as an ambassador for the Academy and the Headteacher in all matters & to manage the office and oversee team.

Key Accountabilities:

- Responsible for managing the Academy office, oversee admin and reception staff to report to line manager
- Responsible for maintaining effective and efficient administrative procedures supporting the Academy
- Provide excellent customer service to all external and internal customers
- Support to the Executive Assistant in relation to all Academy communications and marketing
- Coordination of finance orders and invoices for the Academy

Main Duties:

- To provide confidential, efficient administrative support for the Headteacher, Senior Leadership Team (SLT) and Executive Assistant
- To oversee academy based administrative staff, including recruitment, induction, performance management and appraisals, absence management, training and mentoring
- To maintain the Academy annual diary of events and deadlines and plan administrative work accordingly
- To produce agendas, minutes and logs for all meetings and distribute as appropriate.
- Clerk confidential meetings as directed by the Executive Assistant
- Provide liaison between SLT, teaching staff, education support staff and professional support staff on Academy activities.
- Co-ordination and production of documentation to support DfE, ESFA, OFSTED and internal requirements where appropriate.
- To support the Executive Headteacher in producing media statements/press releases to promote the Academy's achievements and activities, working with the Trust's Marketing Manager and Communications Director.
- To support the HR team with recruitment and interview process as required.
- To ensure reprographics are produced to a high standard
- Ensuring all visitors' safeguarding protocols are adhered to.
- To ensure all visitors to the Academy are welcomed and manage the provision of suitable meeting venues and hospitality as required.
- To liaise with external agencies as necessary, completing complex forms/returns as necessary.
- To oversee and monitor the school's internal and external postal system to ensure a prompt flow of communication.
- Provide an effective interface across the Academy and with external organisations.
- Manage and update manual and digital record/information systems, including SIMS, CPOMS, ParentPay and other software deployed by the Academy.
- Complete and submit complex forms, returns, etc., including those to outside agencies, eg DfE
- Provide advice and guidance to staff, students and others

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- Contribute to the Academy risk management process
- To support GDPR awareness and reporting within the Academy
- To support the Trust Sustainability Agenda by improving and promoting a more sustainable office environment.
- To act as a key contact for the Regional Operations Team leaders on operational matters, including Finance, Health and Safety, Administration and Facilities Management.
- To manage lost property within the school, including liaising with parents/carers and ensuring stock levels are monitored within school.
- To oversee the monitoring/ordering of stationery, printing and paper supplies for the Academy
- To always work in line with E-ACT policies.
- Any other tasks to be agreed with you commensurate with the role undertaken.

Responsibilities:

- Be aware of, comply with and assist with the development of policies and procedures relating to Safeguarding, Child Protection, Health & Safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the Academy
- Develop constructive relationships and communicate with other agencies/professionals
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support others
- To carry out any other duties required by the academy as may be commensurate with the grade and nature of the post.

General Management and Administration:

- To establish and maintain a business-like office environment and promote good relations with all staff
- Adopt existing and/or develop simple, efficient office management systems and procedures (for example filing, answering phones, organising electronic and other mail and correspondence)
- To oversee the production of correspondence, reports and newsletters by other administrative staff
- To ensure that all enquiries and correspondence are dealt with promptly and effectively, in a manner that promotes a positive image of the academy
- To make maximum use of ICT for all administrative tasks, including the network for diary management and the effective management of relevant databases
- To ensure effective liaison between admin and teaching staff
- To liaise with marketing agency and coordinate marketing/communications for the academy, including overseeing student recruitment, events and communications (website, newsletter, social media etc.)
- To manage or coordinate any process and/or ad hoc projects as directed by the Headteacher

Other:

- To undertake training and development relevant to the post and in line with the academy's priorities
- To undertake any other duties as directed by the Headteacher
- To actively promote the Academy and liaise with outside agencies as necessary, representing the Academy as appropriate
- To maintain a presence around the school to ensure that the highest standards of behaviour and site usage are upheld

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- Undertake any other duties appropriate to the grade of the post as requested by your Line Manager

To have an understanding of and work within the requirements of GDPR at all times and comply with E-ACT policy in terms of data protection

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

PERSON SPECIFICATION

Whether you're a 3year old in nursery learning to explore the world around you, an 18year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

OUR VALUES

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Thinking Big	<ul style="list-style-type: none"> • Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence
Doing the Right Thing	<ul style="list-style-type: none"> • Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission
Showing Team Spirit	<ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams

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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

Assessed at

A – Application Stage

D – Desirable

I – Interview Stage

P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Right to work in the UK	X		X	X	
	Maths and English GCSE at grade C or above	X		X	X	
	Relevant qualifications in office administration and IT applications desirable	X		X	X	X
	First Aid qualification desirable.		X	X	X	X
	Knowledge and understanding of safeguarding.	X		X	X	X
Experience	Experience of running effective administrative, clerical and financial systems, ideally within a school	X		X	X	X
	Experience of covering lessons	X		X	X	X
	Flexible, highly organised, able to multi-task and use initiative to prioritise work to meet deadlines	X		X	X	X
	Experience of managing a team	X		X	X	X
	Able to take ownership of tasks and work with minimal supervision	X		X	X	X
	Flexible, highly organised, able to multi-task and use initiative to prioritise work to meet deadlines	X		X	X	X
	Ability to operate new IT systems and databases		X	X	X	X
Skills	Excellent administrative and organisational skills	X		X	X	X
	Understand the importance of confidentiality and discretion	X		X	X	X
	Ability to build and maintain effective working relationships with internal colleagues and external agencies	X		X	X	X
	Excellent Excel and numeracy skills	X		X	X	X
	Impeccable written and oral communication skills	X		X	X	X
	Highly computer literate, with particular skill in using Microsoft Office	X		X	X	X
	The ability to write clearly and concisely and to produce and maintain documents and systems	X		X	X	X
	Ability to demonstrate diplomacy and tact	X		X	X	X
	Ability to be flexible and to work to tough deadlines	X		X	X	X
	Ability to negotiate and obtain cooperation from others in meeting deadlines	X		X	X	X
	Ability to take notes from meetings and produce focussed minutes which may sometimes be subject to critical external scrutiny	X		X	X	X

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	Ability to organise and maintain accurate records and filing systems which allow easy access to high volumes of information	X		X	X	X
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