**Office Manager**

**JOB DESCRIPTION**

**Role Purpose:**

To provide confidential, administrative and organisational support to the Academy Headteacher, Senior Leaders . To liaise with regional operations staff to ensure the smooth running of the academy.

**Key Accountabilities:**

* Responsible for managing the Academy office, including line management of administrative and reception staff
* Responsible for maintaining effective and efficient administrative procedures supporting the Academy
* Provide excellent customer service to all external and internal customers
* Coordination of finance orders and invoices for the Academy

**Main Duties:**

* To provide confidential, efficient administrative support for the Headteacher, Senior Leadership Team (SLT)
* To manage 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 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
* 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 cover lessons where necessary
* 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.
* Carry out First Aid responsibilities as required

**PERSON SPECIFICATION**

Whether you’re a 3 year old in nursery learning to explore the world around you, an 18 year 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** | * 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** | * 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** | * 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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| Person Specification |
| * Excellent team management skills  and experience of excellent service delivery * Excellent problem solving skills and can do attitude * Excellent verbal, written communication  and time management skills * Excellent report writing and note taking skills * Excellent analytical expertise * Strong organizational, interpersonal and team-oriented skills * Ability to perform several tasks simultaneously to meet deadlines * Ability to work flexibly, as required. * Excellent operational IT and communication skills * Experience of working constructively as part of a team as well as to work independently. * Ability to self-evaluate learning needs and actively seek learning opportunities. * Minimum 5 passes at A\*-C GCSE including English and Mathematics |