



Office Manager & Headteacher's PA

JOB DESCRIPTION

Role Purpose:

To lead and manage the academy office and administrative processes to ensure the smooth running of the academy. To provide confidential, administrative and organisational support to the Headteacher, Senior Leaders and academy staff.

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 confidential, efficient administrative support for the Headteacher and SLT including the presentation of strategic documentation.
- Provide excellent customer service to all external and internal customers
- Responsible for the academy's single central record and visitor safeguarding procedures.
- Oversee the academy's procurement processes.

Main Duties:

- Provide confidential, efficient administrative support for the Headteacher, Senior Leadership Team (SLT). Working closely with the Headteacher on educational, operational and financial areas
- Manage academy based administrative staff, including recruitment, induction, performance management and appraisals, absence management, training and mentoring
- Maintain the Academy annual diary of events and deadlines and plan administrative and events work accordingly
- Ensure all visitors' safeguarding protocols are adhered to.
- Responsible for the Single Central Record, ensuring it is accurate and compliant with statutory regulation requirements.
- To carry out DBS renewals and paperwork.
- To ensure all visitors to the Academy are welcomed and manage the provision of suitable meeting venues and hospitality as required.
- Ensure reprographics are produced to a high standard



- To oversee and monitor the school's internal and external postal system to ensure a prompt flow of communication.
- Send any communication, messages or emails, as required by the Headteacher, to staff or other stakeholders.
- Manage and update manual and digital record/information systems, including SIMS, CPOMS, ParentPay, SAM People, Educare, Evolve and other software deployed by the Academy.
- Maintain absence management record keeping, arranging cover for absence staff as directed.
- To complete the academy's census and workforce census and support school admissions and attendance data.
- Responsible for ensuring the website content is compliant, liaising with education staff to ensure the academy website is compliant and accurate.
- Ensure that the academy is compliant with all policies, GDPR and complaints.
- To act as a key contact for the Regional Operations Team leaders on operational matters, including Finance, HR, Health and Safety, ICT, Administration and Facilities Management.
- To manage school uniform stock and 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.
- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Contribute to the Academy risk management process.
- Maintain the Headteacher's appointment diary, arranging all meetings and appointments and informing participants as required
- To research information for the Headteacher specially to meet government regulations and reporting requirements to various authorities within specific deadlines as requested
- To produce agendas, minutes and logs for all meetings and distribute as appropriate
- Clerk confidential meetings as directed by the Headteacher
- 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, E-ACT, OFSTED and internal requirements where appropriate.
- Support the Recruitment Hub teams with recruitment and interview process as required.



- Support HR and Payroll processes, ensuring efficient records are maintained and deadlines are met.
- Provide advice and guidance to staff, students and others.
- Responsible for administration of medicines and First Aid responsibilities as required.
- Be part of the academy Health & Safety Committee.
- To always work in line with E-ACT policies.
- Any other tasks to be agreed with you commensurate with the role undertaken.



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



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



KNOWLEDGE, EXPERIENCE & SKILLS

Requirement	Assessed at
E – Essential	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
	Ability to organise and maintain accurate records and filing systems which allow easy access to high volumes of information	X		X	X	X