



# Yeovil Area Community Academy Trust

## *School Office Manager Job Description*

Line Manager: Trust Office Manager/Head of School

### **Main Purpose of the Job**

Working closely with the Trust office manager, organise and supervise administrative systems and support staff in the school office and be responsible for undertaking administrative, organisational processes. Maintaining confidentiality at all times and be responsible for the day to day management of the School office team, ensuring it provides a high quality, comprehensive and responsive administrative support service for Primrose Lane Primary School

This will include but will not be limited to the following:-

### **Main Duties and Responsibilities**

#### **GENERAL DUTIES**

- To ensure the provision of effective office and reception services as one of the first points of contact in the school, maintaining courteous, polite, efficient and effective front-of-house service for all parents, children, staff, Governors and visitors
- To keep abreast of legislation and LA regulations, data protection, etc. and advise staff on compliance
- To prepare and produce copies of documents, including items that are confidential
- To maintain both paper and electronic filing systems in order to provide immediate retrieval
- Responding appropriately, professionally and consistently to queries and requests by phone, email, post and appropriately signposting to other members of staff if necessary.
- Using the School's MIS and APP to send messages via email/text/push notifications.
- To operate relevant equipment, IT packages and Trust wide systems
- Updating of Trust wide policies to reflect school protocols and practise and share these across the Trust Portal.
- To provide advice and guidance to staff on administrative issues and provide administrative support to the Senior Management Teams
- To assist with marketing and promotion of the school as and when required
- In liaison with Finance Officer/Site Manager monitor the school mailbox during school holiday times.
- Resolution management for reprographics and telephone faults and issues.

#### **ATTENDANCE**

- To monitor attendance and punctuality in accordance with Trust protocols.
- Synchronising the InVentry and MIS system to accurately record pupil attendance.
- To contact parents on first day for any unexplained absences and to maintain a record of any absences/medical appointments/holiday requests
- To liaise with SLT and in-school support in relation to pupils with low attendance, prepare letters and liaise with the Somerset Education Safeguarding Service as appropriate.
- Assisting the school office administrators with pupil attendance monitoring for school clubs.
- Attend Trust wide meetings to discuss attendance protocols.

#### **ADMISSIONS**

- To process applications for school admissions in accordance with the School's admission procedures. Maintaining waiting lists and liaising with external agencies, schools and the local authority.
- Ensure all new pupil details are entered on the school's data management system, class lists updated and obtain the Common Transfer File from the previous school with the UPN reference number
- Collate information received back by parents as part of their induction information.

## **STATUTORY RETURNS**

- Collate all national and Local Authority returns in relation to the School Census and Assessment Data (MTC, KS2), uploading and validating as required.

## **SAFER RECRUITMENT PROCESSES**

- Managing the school's recruitment process from inserting advertisements, preparing applicant letters and initiating reference requests to compiling applicant interview packs for the recruitment panel, and sending out offer letters.
- Maintaining staff records to ensure there are compliant with safeguarding and recruitment protocols.
- Maintaining the Single Central Record in accordance with Trust guidance.
- To maintain the CPD records of staff within BromCom and maintain evidence of certificates accordingly.

## **SCHOOL WEBSITE**

- To oversee the content of the school website and upload documents as and when required.
- Updating the school APP with message for parents.

## **RESPONSIBILITIES**

- To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. Trust (Equal Opportunities Policy/Code of Conduct) and national legislation (Health and Safety, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the School.
- To be responsible for your own continuing self-development, undertaking training as appropriate.
- To undertake other duties appropriate to the grading of the post as required
- Such other responsibilities allocated which are appropriate to the grade of the post.

## **Safeguarding**

### **Safeguarding**

- Everyone who works for the Yeovil Area Community Academy Trust has the responsibility for promoting the safeguarding and welfare of children.

### **Commitment to Safeguarding Children**

- To ensure awareness of school policy and procedures re Child Protection and Safeguarding.
- To become aware of the signs and symptoms of abuse by attending relevant training.
- To report all causes for concern to a Designated Safeguarding Lead via appropriate methods.
- To ensure the safety of all pupils in the school learning environment both indoor and outdoor.
- To ensure they complete or are aware of risk assessments pertaining to children in their care or regarding any off site visits.

# Yeovil Area Community Academy Trust

## School Office Manager Personal Specification

Line Manager: Trust Office Manager/Head of School

Knowledge, Skills and Experience	
Essential	Desirable
Qualifications and Training	
<ul style="list-style-type: none"> <li>Educated to Grade 'C' '4' GCSE Level of equivalent</li> <li>Evidence of Continued Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a school office environment.</li> </ul>
Knowledge and Skills	
<ul style="list-style-type: none"> <li>Excellent interpersonal skills, including highly effective verbal and written communication skills Excellent literacy/numeracy skills</li> <li>Ability to work independently as well as part of a team with a flexible approach and proven ability to adapt to change</li> <li>Able to produce clear, concise and accurate reports, both figures and written</li> <li>Competent in the use of a range of IT packages including word processing and spreadsheets</li> <li>Able to develop and manage a variety of administrative systems</li> <li>Excellent time management skills with the ability to manage multiple priorities under pressure</li> <li>Demonstrated ability to plan, organise and prioritise</li> </ul>	<ul style="list-style-type: none"> <li>Able to constructively challenge the work of self and others to continually improve own and team performance</li> <li>Ability to troubleshoot IT issues in order to support staff</li> <li>Knowledge of school information e.g. BromCom, SIMS or equivalent</li> </ul>
Experience	
<ul style="list-style-type: none"> <li>Working in an office environment</li> <li>Organising and motivating other staff</li> <li>Develop, managing and operating clerical/administrative and organisational systems</li> </ul>	<ul style="list-style-type: none"> <li>Working in an office environment at senior level</li> <li>Experience of School MIS systems</li> </ul>
Personal Qualities	
<ul style="list-style-type: none"> <li>Willingness to learn</li> <li>Ability to initiate developments</li> <li>Ability to work under pressure</li> <li>Embraces change well</li> <li>Deals with difficult situations effectively</li> <li>Able to develop effective working relationships with all external partners</li> <li>Empathy with the school ethos</li> <li>Builds strong relationships with colleagues and collaborates effectively</li> </ul>	
Personal Qualities	
<ul style="list-style-type: none"> <li>positive recommendation in professional references</li> <li>satisfactory health and attendance record</li> </ul>	