

## Job Description

<b>ROLE TITLE</b>	Office Manager
<b>CONTRACTED HOURS</b>	37 hours, 40 Weeks per year
<b>LOCATION</b>	Sir Bobby Robson School
<b>GRADE / SCALE POINT – SALARY</b>	Grade 5, SP 16-20
<b>PENSION SCHEME</b>	Local Government Pension Scheme
<b>REPORTING TO</b>	Headteacher

### INTRODUCTION

Through geographical hubs of like-minded schools and a vision of excellence that is shared by all, Unity Schools Partnership works collaboratively to deliver the highest standards of education.

- Unity Schools Partnership is a family of interdependent schools with a shared ambition to transform lives.
- The vision of Unity Schools Partnership is to achieve the highest standards of education in its primary, secondary and special schools.
- It is our intention that all Trust schools, and the Trust as a whole, be recognised locally and nationally for the exceptional quality of its educational provision.
- We are committed to the development of a high-quality, evidence-informed model of how excellence is achieved.
- Our work is fostered by geographical hubs of schools in close proximity that understand their specific communities.

The Trust expects its work to be characterised by its values:



The vast majority of the Trust's schools are successful and well-performing, judged 'Good' and 'Expected Standard' by Ofsted. The ambition over the next three years is that schools across the Trust become routinely 'Strong', characterised by top quartile performance and with the capacity to support additional schools in the area that would benefit from being part of the Trust.

In order to achieve this ambition, the Trust will focus on:

**Excellent education** – Our plans at secondary and primary aim at top quartile outcomes for pupils, with very high parental and external approval ratings of our special schools.

**Excellent staff** – We are committed to recruiting, developing and retaining great people, creating clear pathways for internal progression and ensuring Unity Schools Partnership is an excellent place to build a career in education.

**Excellent support for schools** – at the core of our success is the support provided across the Trust for Heads and staff working in Unity schools, from a range of experts at the centre and in our schools.

Unity Teaching School Hub is designated by the DfE to provide high quality professional development for teachers and leaders at key stages within their career (ITT, ECT, into/through leadership) to over 420 schools within a delivery area comprising West, Mid and East (S) Suffolk, Babergh, Ipswich, Colchester and Tendring.

The teaching school hub therefore aims to build strong partnerships with schools to support teachers and leaders in every phase and type of school, at specific stages of change within their development. The Teaching School Hub is at the forefront of providing high quality professional development, playing a significant role in delivering the Early Career Teacher Entitlement, Appropriate Body services and National Professional Qualifications, working with local partners and national lead providers to facilitate high quality training experiences of DfE endorsed programmes.

## **CORE JOB PURPOSE**

- To lead and manage the school's front office and administrative function, ensuring the delivery of an efficient, professional and responsive service that supports the day-to-day operation of the school and contributes to a positive experience for pupils, parents, staff and visitors.

## **Key Responsibilities**

- Lead, supervise and support the Front Office Administrative Team, including induction, training, performance management, workload allocation and day-to-day co-ordination of duties.
- Manage the school's front office systems and processes to ensure an efficient, welcoming and professional administrative service.
- Oversee incoming communications, including post, email and telephone enquiries, ensuring these are handled promptly, accurately and referred appropriately where necessary.
- Provide high-quality administrative support to teaching and leadership staff, including work relating to tracking, assessment, reporting and routine data management. Co-ordinate administrative arrangements for trips, visits, clubs, tutoring and other school activities.

- Support student admissions and transfers, including the preparation of induction materials and the management of student records.
- Maintain accurate staff and student records and support the production of routine reports, correspondence and other school documentation.
- Contribute to the administration of finance-related processes, including shared responsibility for ParentPay and liaison with finance colleagues.
- Provide reception support as required, acting as a first point of contact for visitors and ensuring security and safeguarding procedures are followed at all times.
- Support pupil welfare by responding appropriately to students who are unwell or distressed, maintaining records and administering procedures in line with school policy.

## **SAFEGUARDING**

Unity Schools Partnership is committed to safeguarding and promoting the welfare of children and young people at all times. You will be responsible for promoting and safeguarding the welfare of all children with whom you come into contact, in accordance with the Trust's and the schools' Safeguarding policies.

The post holder is required to hold a satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS).

## **GENERAL**

1. Actively contribute to and promote the overall ethos and values of each school and the wider Trust.
2. Participate in training and other learning activities and performance development as required.
3. Maintain consistent high standards of professional conduct, tact and diplomacy at all times in dealings with pupils, parents, staff colleagues, external agencies and any other visitors to schools or the wider Trust.
4. Maintain absolute confidentiality and exercise discretion with regard to staff/ pupil information and the Trust's business at all times.
5. Act as an ambassador for the schools and the wider Trust within local communities and beyond, ensuring that the ethos and values of the Trust are promoted and upheld at all times.
6. Undertake any other reasonable tasks and responsibilities as requested by the Executive Headteacher/ Headteacher/ Head of School or member of the Senior Leadership or Trust Executive Leadership Teams.

## Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<p>GCSEs or equivalent, including English and mathematics.</p> <p>Relevant vocational qualification, such as an NVQ, or equivalent experience.</p>	<p>Relevant administrative, business support or finance qualification.</p>
<b>Knowledge</b>	<p>Good knowledge of office administration systems, procedures and practices.</p> <p>Understanding of record keeping, data accuracy and the importance of maintaining confidentiality.</p> <p>Knowledge of customer service principles and the importance of providing a professional front-of-house service.</p> <p>Understanding of routine financial administration processes.</p>	<p>Knowledge of school or Trust systems and procedures.</p> <p>Knowledge of safeguarding, health and safety, and attendance procedures relevant to a school environment.</p> <p>Understanding of school admissions, census and pupil record processes.</p>
<b>Experience</b>	<p>Experience of working in a busy administrative or office environment.</p> <p>Experience of maintaining accurate records and producing routine correspondence, reports or documentation.</p> <p>Experience of dealing professionally with a range of stakeholders by telephone, email and face to face.</p> <p>Experience of prioritising workload and managing competing demands.</p>	<p>Experience of working in a school, Trust or public sector environment.</p> <p>Experience of supervising or co-ordinating the work of others.</p> <p>Experience of supporting finance-related administrative processes.</p>
<b>Skills and Aptitudes</b>	<p>Strong administrative and organisational skills, with the ability to prioritise workload, co-ordinate activities and meet deadlines.</p> <p>High level of computer literacy, including accurate keyboard and data entry skills.</p> <p>Strong written and verbal communication skills, with the ability to produce clear and accurate correspondence and documentation.</p> <p>Ability to use office equipment, digital systems and routine administrative software effectively.</p> <p>Ability to handle routine financial and numerical tasks accurately.</p>	<p>Ability to support induction, training or day-to-day guidance for colleagues.</p> <p>Ability to produce school materials such as newsletters, handbooks or other routine publications.</p>

Ability to identify issues, resolve day-to-day problems and escalate matters appropriately.

Ability to work collaboratively, build positive working relationships and provide effective support to colleagues.

Tact, diplomacy and a calm, professional manner when dealing with pupils, parents, staff, visitors and external agencies.

Ability to use initiative, exercise sound judgement and maintain confidentiality at all times.