Person Specification

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| **JOB TITLE:** |  | **Office Manager**  |
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| **GRADE:** |  | **4** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **KNOWLEDGE** |
| **Technical or Specialist** | * NVQ3 or equivalent in a relevant subject
 | * Knowledge of School / Trust Computer systems (Arbor/ PSF)
* Experience of line managing staff
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| **Literacy and Numeracy** | * Secondary education up to GCSE level or equivalent
* Demonstrable expertise in a range of relevant office / finance procedures.
* Ability to set out letters / documents and to use grammar correctly.
* Able to carry out complex calculations accurately.
* High level computer literacy.
 | * Knowledge of computer systems relevant to the school, including Arbor
* Ability to use the school’s electronic financial management system effectively.
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| **Organisational** |  | * Knowledge of the school’s financial procedures e.g. banking.
* Knowledge of basic health & safety responsibilities and safeguarding procedures.
* Knowledge of HR policies and procedures e.g. sickness and absence records.
* Knowledge of the school’s administrative procedures.
* Broad understanding of Governors and their role.
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| **Equipment / Materials** | * High level, accurate keyboard skills.
* Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers.
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| **MENTAL SKILLS** |
| **Research** | * Able to use the internet effectively for routine research.
* Ability to collate and interpret statistical information.
 | * Broad understanding of government initiatives and their impact on the school.
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| **Problem Solving** | * Ability to check stock deliveries accurately.
* Identify variations from accepted patterns or missing documentation or other unusual aspects and investigate, suggest solutions.
* Resolve problems e.g. relating to cash payments and general financial management. Know when it is appropriate to refer upwards.
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| **Creative Thinking** | * Edit and produce school materials e.g. newsletters, staff handbooks, websites, year books.
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| **Planning** | * Ability to prioritise own workload effectively.
* Ability to establish realistic and practicable work programmes for administrative / finance staff to meet deadlines.
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| **INTERPERSONAL AND COMMUICATION** |
|  | * Tact and diplomacy
* Articulate with a good grasp of the English language.
* Ability to remain calm under pressure.
* Patience and tolerance when dealing with parents /pupils who may be upset or appear unreasonable.
* Understanding of the necessity and ability to maintain absolute confidentiality.
* Pleasant and helpful telephone and face-to-face manner.
* Effective line management skills.
* Ability to effectively lead and work as part of a team.
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| **Advising / guiding** | * Oversee and co-ordinate induction training for new staff.
* Able to positively influence / conciliate between staff colleagues.
* Excellent team player
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| **PHYSICAL** |
| **Keyboard** | * High level keyboard skills.
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| **Manual Skills** | * Routine manual handling skills.
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| **LEVEL OF AUTONOMY** |
|  | * Able to make day-to-day decisions about own workload and that of the Administrative / Office team.
* Able and willing to use own initiative in solving problems within general guidance and procedures.
* Know and understand when to refer upwards.
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