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 |
| **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. |
| **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. |
| **Equipment / Materials** | * High level, accurate keyboard skills. * Able to use / operate general office equipment e.g. printers, photocopiers, binders, computers. |  |
| **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. |
| **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. |  |
| **Creative Thinking** | * Edit and produce school materials e.g. newsletters, staff handbooks, websites, year books. |  |
| **Planning** | * Ability to prioritise own workload effectively. * Ability to establish realistic and practicable work programmes for administrative / finance staff to meet deadlines. |  |
| **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. |  |
| **Advising / guiding** | * Oversee and co-ordinate induction training for new staff. * Able to positively influence / conciliate between staff colleagues. * Excellent team player |  |
| **PHYSICAL** | | |
| **Keyboard** | * High level keyboard skills. |  |
| **Manual Skills** | * Routine manual handling skills. |  |
| **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. |  |