**BURSTON & TIVETSHALL PRIMARY SCHOOLS JOB DESCRIPTION**

**OFFICE MANAGER**

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| **Line Manager's job title:** | Head of School/Executive Headteacher |
| **Salary:** | Points 12 -17 of the Support Staff Scale<br>**FTE** £29,542 - £32,046 per annum<br>**Pro rata** £20,946 - £23,126 per annum, including an allowance for holiday pay |
| **Tenure:** | Permanent |
| **Contract type:** | 39 weeks |
| **Hours per week:** | 30.5 hours |

**THE POST**

Burston & Tivetshall Primary Schools are members of the Sapientia Education Trust (SET). SET is an expanding multi-academy trust with 14 primary and 9 secondary schools.

We are looking for a hard-working and enthusiastic person with high standards and the ability to communicate and interact effectively with others as part of our school as the Office Manager.

The school office is at the heart of our busy, welcoming and successful school communities, and we are seeking an organised, proactive and enthusiastic Office Manager.

This is a varied and rewarding role that combines the management of our day-to-day office operations at Burston along with providing support for the completion of tasks for Tivetshall. You will play a key role in ensuring the smooth running of the school, providing excellent support to staff, students, parents and external agencies.

We are looking for someone who can work independently, use their initiative, adapt to changing priorities and remain calm under pressure. Strong organisational, communication and interpersonal skills are essential, along with a commitment to providing excellent service and maintaining high standards.

The first three months of employment shall be a probationary period and employment may be terminated by the Trust during this period at any time on one week's prior written

notice. The Trust may, at its absolute discretion, extend this period for one month. During this probationary period, performance and suitability for continued employment will be monitored.

**PERSON SPECIFICATION**

The professional competencies expected of an Office Manager are:

- The ability to communicate clearly and tactfully using appropriate methods and an awareness of the impact of your own communication on others;
- Able to maintain positive relationships with all and able to work as an effective and flexible part of a team; willing to change methods of work and routines to benefit the team;
- Be able to multi-task and work under pressure;
- Be flexible and resilient in managing and executing their daily responsibilities;
- Able to demonstrate strong planning and organisational skills;
- Willingness to accept responsibility for your own actions;
- The ability to prioritise effectively, meet deadlines and accept challenges;
- Have strong communication skills in person and in writing;
- Show an ability to manage, plan and execute daily, weekly and monthly work tasks in a busy school office;
- Be able to maintain confidentiality and a commitment to providing the best possible service to staff, children, families and external agencies.

The qualifications and experience required of an Office Manager are:

- A minimum of a grade C / 4, or equivalent, in English and Maths GCSE;
- Have a sound track record of successful administrative experience;
- Be familiar with the use of ICT and MIS systems;
- Be willing to train as a first aider and DSL (if not already trained).

**JOB SPECIFICATION**

**General Responsibilities**

The Office Manager is responsible for daily administrative operations in the school office at Burston Primary, as well as providing general administrative support to the Executive Headteacher and Head of School. In addition, they are responsible for supporting the completion of tasks at Tivetshall Primary such as the census, MIS migration and supporting administration staff with queries.

**Specific Responsibilities**

A non-exhaustive list of specific responsibilities for the role is below, and you will be required to undertake other duties and responsibilities as may reasonably be required.

**General**

- Uphold and actively promote the school's policies, procedures and ethos, consistently demonstrating and living out the s school's MARK vales through your professional conduct, relationships and everyday practice;
- Act as a first point of contact for visitors and resolve general enquiries from staff, parents and external agencies;
- Undertake all tasks in relation to pupil administration, including paperwork for new or leaving children, updating school MIS (currently Bromcom), complete enrolment processes with NCC and annual parental contact information collation;
- Complete administration for breakfast club, after school clubs and school trips, including liaising with external providers, updating parents via MCAS app and providing admin support to staff;
- Update school website as required;
- Maintain productive and efficient time management throughout the day
- Ensure all visitors to the school understand the significance of safeguarding and school processes and procedures they need to follow including displaying their visitors badge at all times;
- Organise refreshments for visitors and events as required, including ensuring appropriate stock is held in school;
- Receive, sort and distribute all mail and parcels as well as organising the sending of outgoing mail;
- Ensure timely communication with all staff and parents around events, visitors and maintenance work;
- Keep reception area clean and tidy, ensuring display materials are in date and pamphlets well stocked;
- Receive and distribute all messages, telephone calls and emails to the appropriate staff;
- Maintain the school's online calendar, manage the school diary and communicate key dates with parents;
- Oversea the distribution and return of school keys, maintaining records of usage as required;
- Place order for children's lunches daily and liaise with catering company to ensure smooth service:
- Send to parents the annual report provided by teaching staff and relevant supporting information;
- Check for FSM eligibility, encourage parents to apply and ensure relevant information on level of FSM is recorded accurately and timely on Bromcom and ensure relevant staff are aware of FSM status. Ensure children entitled receive appropriate vouchers and parents are aware of support available;
- Ensure the school equipment such as photocopiers is in working order and supplies of paper and toner are ordered as required;
- Be the school first aid coordinator, administer first aid as required, monitor children's medication held in school, complete checks on AED, ensure annual updates are complete for children with IHCP, prepare first aid kits for trips/events, track and organise staff training, monitor and replenish first aid boxes and stock;
- Type letters for staff, provide paperwork in relation to behaviour events such as suspensions or exclusions, create fliers, update school external noticeboard and complete general administration tasks to aid the staff in the smooth running of the school;

- Keep update and monitor MIS systems including Bromcom and Wonde (across both schools);
- Assist in monitoring and actioning the school's GDPR responsibilities;
- Support part time administrative staff at Tivetshall including completion of census, MIS systems and support with queries.

**Attendance**

- Completion and management of registers via MIS;
- Ensure every child is accounted for each morning and afternoon, including first day calling and actions in line with school attendance policy;
- Maintain records in relation to leavers and coordinate the transfer of files and information to receiving schools;
- Run attendance reports, update attendance trackers and take follow up actions as required by senior staff;
- Ensure issue of communication to parents around their attendance responsibilities and legality of absence from school;
- Maintain records of planned pupil absence including the administration of attendance fines processes where necessary;
- Provide support to Tivetshall staff to ensure completion of attendance tasks.

**HR:**

- Input staff absences into iTrent, including uploading sick notes;
- Assist HR officers with recruitment processes such as verifying ID documents, qualifications etc;
- Prepare timesheets, requests for leave and ensure other forms are completed and sent to HR/payroll by deadlines;
- Maintain training records for all staff such as DSL, first aid, mini bus and mandatory CPD
- Ensuring HR are provided with information for the SCR such as contractors.

**Finance (for both schools):**

- Raise orders for goods, supplies and services;
- Ensure all supplier invoices match good received;
- Bank any charities money or cash payments;
- Ensure all parents meet payment deadlines and communicate when these have been missed;
- Liaise with Trust finance staff to ensure compliance with trust policies and procedures, including year end deadlines;
- Ensure value for money by negotiating with suppliers and contractors for the "best deal" for subscriptions and purchases;
- Complete DFE census and other statutory returns accurately and by deadline.
- Oversea administration and organisation of joint school trips and events such as booking buses for swimming or liaising with providers for residential. Ensure parental consents and relevant medical information is provided to trip leaders.

**Safeguarding:**

- Be a DSL, completing all training as required;
- Regularly monitor all active concerns via MyConcern;
- Ensure the safety of children by reporting all concerns immediately, notifying senior staff of H&S concerns, taking action to prevent injury or accident where possible such as closing a toilet, highlighting damage or notifying SET Estates team;
- Share DBS and ID documents with HR in a timely manner;
- Complete induction safeguarding training with visitors and contractors.

**Health & Safety:**

- Complete termly fire drills and log outcomes and actions;
- Complete weekly fire call point checks and log;
- Complete termly equipment checks such as play equipment, legionella's, ladders and log;
- Ensure staff complete accident and near miss notifications via Gateway;
- Liaise with SET Estates to share faults;
- Ensure staff are aware of planned H&S visits, inspections, testing etc via clear communication

The post-holder will be required to comply with the Trust Code of Conduct. The post holder will have access to and be responsible for confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post holder shall participate in the Trust's programme of Performance Management and Continuing Professional Development.

**HOURS OF WORK**

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| Paid Weeks per year | 39 weeks |
| Hours per week | 30.5 hours |
| Normal working Pattern | Days & times to be discussed at interview to fit the needs of the school |
| Unpaid Breaks | 30 minutes lunch break where the working day exceeds 6 hours |
| Holidays | Holiday pay entitlement is included in the pro rata salary for the post and there is no entitlement to take holidays during term-time. |
| Annual leave entitlement | Holiday entitlement is pro-rata for employees who work less than 52 weeks per year and/or less than 37 hours per week. |
| CPD Days | CPD is included in your pro-rata salary and you will be expected to work on all published CPD Days. Any additional time required for CPD can be claimed on a timesheet. |

**REMUNERATION**

- Points 12-17 of the Support Staff Salary Scale
- FTE Salary: £29,542 - £32,046 per annum
- Pro rata salary: £20,946 - £23,126 per annum

The post-holder will be auto enrolled to join the Trust's nominated pension scheme for support staff.

**MID-YEAR ADJUSMENTS – TERM TIME/TERM TIME PLUS**

Salary payments are averaged out over the 12 months of the Academic Year. If you begin employment with the Trust during the Academic Year, or you have changes made to your contract, a Mid-Year Adjustment calculation will be made. This is to ensure that employees are only paid for work they will do over the remaining months of the Academic Year. This is worked out based on working days of the term time calendar not an equal division of full months to be worked.

**DRESS CODE**

The post-holder will be expected to wear appropriate business attire. All staff will be supplied with appropriate Staff ID. This must be worn at all times to ensure that students, staff and visitors are able to identify employees.

**PRE-EMPLOYMENT CHECKS**

Sapientia Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff must be prepared to undergo several vetting checks to confirm their suitability to work with children and young people. The Trust reserves the right to withdraw offers of employment where checks or references are deemed to be unsatisfactory.