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| **POSITION:** | Office Manager (Acre Hall Primary School) |
| **REPORTS TO:** | Head Of School |
| **GRADE:** | 5 (scp 26 – 28), Full Time, Term time plus 2 weeks |

**Key Role/Functions:**

To provide leadership to the school’s administrative systems and staff.

To provide clerical, administrative and strategic support to the school, ensuring compliance with internal and external requirements in all key areas.

**Duties and Responsibilities (overview):**

* Manage the School Office ensuring efficient and professional support to both staff and parents – implementing and maintaining key processes, including project management of significant changes; supporting and coaching staff and identifying training requirements as part of ongoing performance management process;
* Ensure compliance with all DFE, legal and OFSTED requirements with regards to record-keeping and maintenance of the SIMS management information system, including overseeing of termly census returns;
* Work with the senior management team to ensure all school policies are up-to-date, relevant, approved by the LGB and published appropriately for staff and external parties;
* With relevant senior management, manage the intake process for the, nursery class and Reception class including updating relevant policies and liaising with the LA;
* Manage the administrative side of the recruitment of volunteers, ensuring compliance with safer recruitment;
* Support the Leadership team in recording, analysing and submitting data – including reports for governors and trustees along with legally required submissions;
* input into reports to governors with the support of the Finance Officer
* Support the Central Trust Team with key projects across the Dunham Trust – including attending Office Manager forums and sharing best practice.

**Specific Duties and Responsibilities**

**Staff Management and Supervision:**

* Prepare annual SMART objectives and performance targets for administration staff,
* Maintain termly timetable of office tasks and deadlines, ensuring staff meet with relevant Key Stage leaders regularly;
* Produce project plans for key implementations and system changes to ensure workload is shared appropriately and all staff are aware of timeframes and impact;
* Support staff training requirements as identified during the performance management process, providing coaching or identifying external courses as appropriate;
* Assist Head of School with recruitment of Office Staff when required.

**Admissions**

* To liaise with the Local Authority regarding Reception class admissions and to arrange intake meetings for new parents, ensuring the information distributed is updated and accurate;
* To liaise with the Local Authority regarding pupils transferring to/from other schools and to ensure all data for new pupils is captured in a timely manner, reflected on the SIMS.net system and communicated to Key Stage Leaders, class teachers and the SENCo where appropriate;
* To liaise with parents of new pupils to arrange meetings with the Pastoral team prior to ensure a smooth transition into school;
* To manage the system for nursery admissions, including allocation of places, issuing of contracts, contacting parents and arranging home visits.

**Administrative Support:**

* Deal with queries from staff, parents and third parties as appropriate and support admin staff in dealing with difficult and sensitive issues;
* Responsible for the SIMS.net end of academic year roll over procedures;
* Complete school termly pupil census;
* Ensure all whole school communication has been checked for accuracy and professionalism before being distributed;
* Administer the Evolve system for off-site visits;
* Co-ordinate Nursery and Reception admissions, liaising with relevant staff and delegating tasks within the office as appropriate;
* Ensure parents are kept updated by the school office about events in school and website is kept updated and relevant;
* Ensure each Key Stage has a dedicated admin support and that 2-way communication continues;
* Meet regularly with Head of School to ensure planning for support required from the office team and that key messages are communicated back to administrative staff;
* Support whole school events when possible, including some out of hours events.

**Legal and compliance:**

* Oversee the completion of the termly census return to the DFE, working with the Finance Officer to understand the impact on whole school funding;
* Support the SLT in collation, analysis and submission of pupil performance data, attending training where relevant to understand government changes to pupil data;
* Support the SLT in providing data summaries for Trust and Governor review;
* Ensure pupil records are up to date and regularly reviewed and that full records are in place for In Year transfers;
* Ensure medical and accident records are maintained by School Office and are compliant with agreed policies;
* Ensure all volunteers to school have been fully referenced and DBS checked to comply with safer recruitment guidance;
* Support the Head Of School in ensuring all school policies are up to date, reviewed and approved regularly and published appropriately. Delegate tasks as appropriate to office staff and liaise with Head of School and SLT to ensure compliance with DFE, OFSTED and legal requirements with respect to school policies;
* Ensure the school website is regularly reviewed (delegated task) for compliance with OFSTED and NGA requirements.

**Finance**

* Manage ParentPay system, ensuring all arrears issues are followed up in line with policy and reported to Finance & HR Officer/ Head of School;
* Ensure full and ongoing credit control for all non-funding income, including off balance sheet ParentPay debts;

**Health & Safety:**

* Be aware of and comply with policies and procedures relating to child protection; health and safety; confidentiality; and data protection and report all concerns to an appropriate person.

**Safeguarding:**

* Ensure all Office staff have received Level 1 safeguarding training;
* Support office team in dealing with sensitive issues related to pupil welfare;
* Ensure all office staff are aware of confidentiality requirements;
* Communicate welfare arrangements to team as appropriate;
* Provide support to Pastoral Manager in minuting pupil welfare meetings when required.

**General:**

* The Office Manager may be called upon to perform other duties that the Head of School or CEO request, that are commensurate with the grading and designation of the post

**Professional Development**

1. Identify CPD Opportunities and undertake professional reading
2. Attend staff meetings and INSET days
3. Participate in Performance Management cycles

**Communication and Community Links**

1. Fully support the life and work of the school and The Dunham Trust
2. Develop and maintain positive and effective relationships with parents, the local community and governors
3. Develop and maintain links with the LA support services
4. Ensure that parents are well-informed

#### KEY ORGANISATIONAL OBJECTIVES

The Post holder will contribute to the school’s objectives in service delivery by:

* Enactment of Health and Safety requirements and initiatives as directed
* Ensuring compliance with Data Protection legislation
* At all times operating within the Trust’s Equal Opportunities framework
* Commitment and contribution to improving standards for pupils as appropriate
* Acknowledging Customer Care and Quality initiatives
* Contributing to the maintenance of a caring and stimulating environment for pupils

#### SPECIAL CONDITIONS OF SERVICE

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions on their application form and are expected to disclose such information at the appointed interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application, prior to taking up post, they will be required to give written permission to the DBS Service to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

**Equal Opportunity**

The post holder will be expected to carry out all duties in the context of and in compliance with The Dunham Trust’s Equal Opportunities Policies.

Signed (Office Manager): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed (Head Of School): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_