**JOB DESCRIPTION**

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| **Job Title:** | School Office Manager Fixed Term Contract | **Department:** | School Office |
| **Hours of Work:** | 37.5 hours per week Monday to Friday. |
| **Responsible To:** | Deputy Head Operations (term-time) DFO (holidays) | **Responsible For:** | SLT PA, School Secretary (Music, PE and Drama), School Secretary (Chaplaincy, Careers and Exams)Receptionists, Post Room and reprographics Assistant |

**Summary of Role:**

The School Office Manager will lead, line manage and exercise oversight of all School Office operational tasks undertaken by the School Office including resolving, with senior staff as required, matters of office task loading and tasking priorities. This is an essential role within the School and requires the individual to operate at a middle management level as well as contributing to strategic development of the day to day running; constantly reviewing workload, making decisions and ensuring a smooth delivery of office functions.

The School Office Manager will provide PA support to the Deputy Head Operation (DH0) along with general admin support specifically to the Heads of Year.

**Specific Responsibilities**

1. To lead and manage the operational day to day running of the School Office to support the smooth running of the School managing incoming requests and distributing appropriately across the team.
2. To regularly review the provision of services against the needs of the School and recommend changes to SLT as appropriate.
3. To constantly look for new ways for implementing efficiency in the operational running of the School Office.
4. To manage the collation of School registration data and liaise with DHO to ensure efficient management of this process
5. To lead the School Office staff to ensure delivery of all office activities. Identify training and development opportunities for individuals and the team.
6. Proactively manage resources to ensure all services are supported including allowing for absences.
7. To manage the School Office budget, forecasting and monitoring spend.
8. To analyse work load and performance of key services, producing regular reports for SLT, use this information to inform strategic planning.
9. To effectively manage reprographic requests within agreed timescales, delegating to the team as appropriate.
10. To update Risk Assessments.
11. To Chair the weekly admin meeting and provide updates on school events.
12. To attend Calendar meetings with the Deputy Head (DHO) and in partnership manage the school calendar, taking minutes and organising any administration.
13. Daily manage schooloffice@ e-mails.
14. Daily manage info@ e-mails.
15. Conduct an annual review and update of the School’s intranet.
16. With the Deputy Head Operations, prepare and organise for Carol Service, Prize Day and Celebration of Achievement (and any other key whole school events) and liaise regarding WPSA events.
17. Oversee support for managing school event replies.
18. Answer and respond to phone calls.
19. Create and manage reception timetable cover and only when necessary provide cover.

# **PA Support to the Deputy Head Operations**

* Meet weekly with the DHO to discuss key tasks and priorities, undertaking management of appointment schedules, planning and scheduling meetings, conferences, and travel as necessary.
* Internal and external school and parental communications. This will involve the preparation of appropriate letters and in particular, the receipt of inputs for, preparation and production of mailings sent to parents six times a year. Use and administration of parent communication system as required.
* Arrange and minute Staff Meetings.
* General Admin as requested.

**Head of Years**

* Pro-actively work with the Heads of Year 9, 10 and 11, Provide to anticipate work requirements and provide specific secretarial and administrative support.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Proven experience as an Office Manager running a busy department.
* Leadership and management skills to provide long and short-term planning of the school office.
* Knowledge of office administrator responsibilities, systems and procedures.
* Exceptional organisational skills; ability to plan and coordinate activities and establish priorities.
* A creative problem-solver; attention to detail; capable of applying analytical skills to business matters.
* A strong decision maker who is able to weigh up factors to make an informed decision.
* Exceptional time management skills with the ability to plan and organise with confidence.
* Able to prioritise and work accurately and flexibly without undue direction to deliver outputs.
* Able to use own initiative to think ahead, managing varying requests and expectations across a range of departments.
* Excellent computer skills in the Microsoft Office programmes.
* Fluent and accurate written and spoken English.
 | * Experience in providing PA support at Senior Director/Executive level in a School or business environment.
* Qualification in Administration.
* Previous experience of working in a school.
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| **Personal Behaviours** |  |
| * Confident, affable and positive personality.
* Capable of showing initiative including the ability to think ahead and work flexibly without clock watching and constant direction to deliver his/her outputs.
* Excellent inter-personal and verbal communications skills; good telephone manner; ability to establish harmonious links with work colleagues at all levels.
* Be self-motivated, enthusiastic and committed to supporting the School fully in this responsible position.
* Contribute to the maintenance of a positive and supportive work culture; being prepared to assist colleagues during peak workload periods and to cover other duties on an occasional basis as reasonably required.
* A creative mind with an ability to suggest improvements.
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| **Ethos and Whole School Values** |  |
| * Committed to operating as part of the School community.
* Committed to the Sacred Heart Values.
* Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.
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| **Safeguarding and Pastoral** |  |
| * Committed to safeguarding and promoting the welfare of children and young people.
* A satisfactory Enhanced Disclosure from the DBS.
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| **Leadership and Management** |  |
| * Strong proven experience of leading and managing a varied team covering wide-spread responsibilities.
* The energy and ability to inspire and motivate others.
* Able to work independently and the confidence to make decisions.
* The ability to prioritise, oversee and effectively delegate workload.
* Demonstrable line management skills to manage performance effectively.
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