


Job Description			
School Office Manager Admin – Grade 5	Lovers' Lane Primary and Nursery School	Post Ref Add Ref	
Job Purpose To lead and develop the operation of clerical, administrative and financial support to the school.			
Key Responsibilities		Key Accountabilities	
<ol style="list-style-type: none"> 1. To plan and deliver administrative and other support functions, as determined by the Head Teacher, to meet current and future operational needs of the school 2. To direct and manage team members to ensure that quality, performance, standards and deadlines are achieved 3. To undertake reviews within own area of responsibility, identifying problems or issues, making recommendations for corrective action 4. Undertake budget preparation and planning activities in support of the Head Teacher/SLT and manage allocated budgets, alerting the budget holder whilst taking any corrective action 5. To develop systems and processes to meet operational needs and to ensure the high quality of information held 6. To lead the recruitment, selection and development of support staff 7. To resolve complex and contentious issues to ensure that effective support services are maintained 8. To provide authoritative advice and guidance to colleagues, governors, parents/carers and business contacts with regard to policies, processes and services provided, including creating or adapting these where necessary to meet the needs of the school 9. To determine stock policy including sourcing supplies, negotiating price, volume and qualities necessary to ensure that stock levels and resources are effectively managed to deliver best value 10. To undertake personnel administration and issues on behalf of 		<ol style="list-style-type: none"> 1. Accountable to Headteacher and Governing body. 2. Financial management of the school budget 3. Day to day management of school administration 4. Ensure stocks are monitored, ordered and replenished in a timely and cost-effective manner 5. Support Headteacher with management of the school website 6. Support Headteacher with the management of Health and Safety 7. Responsible for line management of one direct report (Administrative assistant) 8. Demonstrate school values in all you do as a role model for the children and other adults 	

<p>the school</p> <p>11. To promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact with during the course of your duties and responsibilities. Your conduct must at all times be in accordance with the school's policies and procedures</p> <p>12. To report any causes for concern relating to the welfare and safety of children to the designated person, and the head teacher, or if unavailable the designated safeguarding governor or a member of the senior leadership team</p> <p>13. To attend safeguarding training as required by the school and maintain your knowledge and understanding of your responsibility for safeguarding children in this school</p>	
<p>The post holder will perform any other duty or task that is appropriate for the role described.</p>	

Person Specification

<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. A good academic standard of education to GCSE 'A' level standard/NVQ level 3 or equivalent plus specialist training/development. 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 1. Welcoming, friendly outlook 2. Works well under pressure 3. Works well with others/ team player 4. Strong IT skills 5. Good sense of humour 6. Strong skills in prioritising tasks 7. Organised and self-motivated 8. Good PA skills 9. Punctual and has high standards of themselves
<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. Considerable relevant work experience of managing administrative (or similar) services or functions. 2. Planning and development of administrative functions to meet the current and future needs. 3. Establishing and maintaining relationships with contracted service providers including negotiation on service agreements and establishment of new contracts. 4. Management and development of a team. 5. Budget planning, monitoring and reporting. 	
<p><i>Role Dimensions</i></p> <ol style="list-style-type: none"> 1. Day to day running of the school office 2. Ensuring high quality school administration is efficient and effective 3. Leadership in school office – Direct report – one administrative assistant 4. School budget manager – oversight of school finance, reporting to headteacher and governors, support from NCC Finance Team bought in service. 5. Supporting the Headteacher with ongoing Health and Safety requirements 6. Supporting the ongoing development of the school website and PR of the school. 	

Factor Information

The factor definitions are outlined below and are specific for the job description and reflect the appropriate level from the NJE scheme that are commensurate with the level of responsibility and competences required for the role as described in the Job Description. If you have amended the standard information you should insert any additional information that you believe would impact on a factor.

Some factors have options (a) or (b) you should indicate which option best describes the job by placing a tick in the relevant box.

Factor		Factor Definition and Relevant Job Information	
1	Knowledge	Good academic standard of general education to GCSE 'A' level standards/NVQ level 3 or equivalent plus specialist training/development and work experience across a technical or specialist area. Includes a full understanding of practices and procedures of the area being administratively supported in order to change and develop work practices accordingly e.g. sufficient knowledge to undertake/oversee specific administrative processes within the school.	
2	Mental Skills	Some analysis and interpretation required when determining the most appropriate action from a range of alternative options. Elements of creativity and/or forward thinking are fundamental to the post's activities e.g. gathering and collating data and formatting it appropriately to provide and meet specified statistical information requests, design year group newsletters or publicising school events.	
3	Interpersonal/ Communication Skills	A) Communicating with a wide range of staff, parents/carers and pupils to provide advice, guidance, instruction or information possibly on a range of options to inform choice e.g. advising and guiding parents/carers through the school's admissions and appeals procedures, liaise with bus companies regarding changes to or shortfall in service, negotiating with suppliers/contractors with regard goods and services supplied.	
		B) Communicating with a wide range of staff and customers including managing relationships with service providers and suppliers in relation to ordering, purchasing, price negotiation, contract management together with dealing with significant issues/complaints that arise e.g. Maintaining relationships with contracted service providers (cleaning/catering/transport, etc) or 'link' schools, colleges, education providers. Handling and resolving complaints in relation to non educational services provided by the school, negotiating refunds/reimbursements from parents/carers, etc.	
4	Physical Skills	A) Use of keyboard with precision is necessary for some duties however the job holder will not require any particular keyboarding qualification e.g. typing routine letters, emails, maintaining pupil/staff records.	

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		B) Use of computer keyboard with precision and speed is necessary to carry out the majority of the post's duties. A keyboarding qualification may to necessary as keyboarding skills are integral to the post's duties. e.g. word processing documents where layout and formatting is required, time limited data inputting into information systems, use of specialist graphics software to produce newsletters, posters, publications, etc.	
5	Initiative & Independence	Use of initiative is required to resolve issues and problems that arise where the solution may involve changes to operational practice. Such actions may impact on the effectiveness of the administrative support function and service provision e.g. Devise and introduce a new system of recording and tracking. Direction and guidance will only be sought on significant issues or serious matters of concern e.g. Re-negotiation of existing service agreements with outside supplier or establishment of new contracts.	
6	Physical Demands	Duties are predominantly office based and are unlikely to place physical demands on a job holder. There may be an occasional need to lift/carry items of relatively low weight over short distances e.g. paper records, mail bags, packs of photocopying paper, unpacking stationery deliveries.	
7	Mental Demands	Concentration is applied over a range of administrative tasks involving some analysis of varied information, elements of creative/developmental work or similar e.g. analysis and presentation of pupil data, review and develop administrative procedures in response to new initiatives, checking/monitoring areas to ensure that policies/procedures have been followed and developing plans where issues are identified.	
8	Emotional Demands	Duties are unlikely to require the job holder to deal with individuals whose circumstances may leave them feeling upset, aggrieved, or angry e.g. dealing with those who have physical or mental impairments, or are suffering from serious illness OR to deal with either distressing or disturbing subject matter e.g. minuting meetings and typing notes involving child protection issues (people related behaviour, including any form of verbal abuse and aggression from people is covered under the Working Conditions factor).	
9	Responsibility for People	Providing advice and guidance on policy and procedure which requires interpretation appropriate to a variety of circumstances/situations which will then enable the recipients to make informed choices e.g. Discussing schools admissions and appeals procedures with parents/carers/staff presenting appropriate options which fit individual circumstances.	
10	Responsibility for Supervision	Job holder line manages a small team of staff employed in administrative or related support functions including responsibility for employee evaluation, appraisal and development. Please identify the number of and the job titles of the employees supervised or managed in the additional information section for factor 10.	

11	Responsibility for Financial Resources	Monitoring income or expenditure against budget, involving <u>large</u> sums of monies and actively reporting to the budget holder variances to enable them to take informed action e.g. providing regular financial information/summaries to senior staff. Please identify the annual sum of money involved in the additional information section for factor 11.				
12	Responsibility for Physical Resources	Ensuring that information systems and records are appropriately managed and developed to meet the needs of the school.				
13	Working Conditions	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="609 427 1921 539">A) Duties may require the job holder to deal with angry, upset, aggressive or abusive pupils and parents/carers who may contact the school on the phone or in person which exposes the job holder to some unpleasantness and discomfort.</td> <td data-bbox="1921 427 2056 539"></td> </tr> <tr> <td data-bbox="609 539 1921 611">B) Duties are largely office based where exposure to either unpleasant working conditions or unpleasant people related behaviour is unlikely or infrequent.</td> <td data-bbox="1921 539 2056 611"></td> </tr> </table>	A) Duties may require the job holder to deal with angry, upset, aggressive or abusive pupils and parents/carers who may contact the school on the phone or in person which exposes the job holder to some unpleasantness and discomfort.		B) Duties are largely office based where exposure to either unpleasant working conditions or unpleasant people related behaviour is unlikely or infrequent.	
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Date: March 2024