



### **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Office Manager
<b>LOCATION</b>	St Luke's School for pupils with learning difficulties, including pupils with complex moderate learning difficulties, autism spectrum disorders and speech, language and communication needs. The role will also involve some liaison with Forest House Education Centre, Radlett.
<b>GRADE</b>	H6/7 dependant on knowledge skills and experience, incremental increase dependent upon set objectives being met at performance management and development review
<b>HOURS:</b>	25 hours per week, term time plus 5 days, plus 5 inset days
<b>CONTRACT:</b>	Permanent
<b>REPORTS TO:</b>	School Business Manager

### **PURPOSE OF THE JOB**

- To ensure the job holder and the administration team provide a flexible efficient professional service to support the Headteacher and Senior Leadership Team in delivering the school's access, participation, inclusion teaching & learning objectives in order that pupils and learners attain their potential and achieve their aspirations.
- Manage the school's administrative staff (4) including the finance officer, the API Administrator and Administrators/Receptionists to develop a highly motivated and well trained team able to provide a seamless, high quality and efficient administration function to the school stakeholders.
- Accountable for the administration, and organisation of public examinations (not including invigilation or moderation).
- To ensure that all requirements relating to the administration of the Access, Participation and Inclusion and Teaching and Learning of pupils is carried out efficiently, consistently, and flexibly to support the school and its stakeholders.
- Manage the planning, implementation, organisation and monitoring of support systems, procedures and policies to ensure the accurate and up to date administration & upkeep of school data, records and information systems
- Manage the school's lettings and contracts with external providers of services and equipment.
- Day to day line management of the caretaker to ensure the ongoing provision of a high quality, healthy, safe and secure learning environment.

### **MAIN AREAS OF RESPONSIBILITY**

#### **Line Management**

- Manage and motivate the school administration team and caretaker to ensure that the services provided are highly professional, efficient, flexible and seamless whilst also providing overall value for money.
- In response to the priorities of the school review the workforce skills and competencies, define roles and responsibilities, identify and support personal development and undertake regular review and performance appraisal of the team.
- Plan and monitor both short-term and long-term workloads to ensure that deadlines are efficiently met whilst enabling the team to respond to ongoing and unplanned demands to support the leadership team and other stakeholders.
- Ensure that the administration team are adequately trained to be able to undertake each other's roles

- To participate and ensure all members of the team participate in and contribute to whole school activities including visits and trips, and if requested ad hoc 1:1 pupil work e.g. reading.

### **Administration Management:**

- Plan and deliver a comprehensive administration service including identifying, recommending and implementing process improvements to ensure the function provides value for money, systems are streamlined and duplication is avoided.
- Through networking, benchmarking and data analysis assess trends and evaluate the school's administration provision to ensure it remains efficient and effective.
- Ensure the accurate and timely preparation, evaluation and delivery of statutory and non-statutory reporting for e.g. DfE, HCC, and other stakeholders
- Ensure the effective deployment of budgets and resources associated with the administration function
- Put in place processes to monitor and report on the school's compliance with statutory requirements.
- Ensure provision of administrative support for Friends of St Luke's(FOSLR)
- Oversee all Pupil Admissions to the school
- Ensure that all members of the SLT receive the necessary administration support to ensure pupil progress
- Undertake the administration associated with school assembly provision

### **Human Resource Management**

- Manage the administration processes and procedures to support the recruitment, performance management, staff wellbeing, and retention of staff ensuring up to date practises are in place.
- Issue all contracts of employment and changes to employment terms
- Manage the single central record and DBS applications to ensure that all staff and visitors comply with the requirements of the disclosure and barring regulations relating to safeguarding
- Manage staff absence reporting and monitor absence
- Input payroll amendments onto the HCC system within the required deadlines checking that all amendments are appropriate and correctly authorised.
- Regularly check that the school payroll (nominal roll) is correct and matches the employment records of employees and the SIMS database records.
- Prepare and submit the annual School workforce census within defined timescales.

### **Management Information Systems:**

- Management of all aspects of the maintenance and development of the School Information Management System (SIMS) including developing the skills and competency of staff using the system
- Ensure data collection systems are up to date and provide timely and effective data information to relevant stakeholders
- Managing the tutor groups, timetabling for pupils, staff and resources and organisation of teaching and option groups – including 14-16 options.
- Management of the Teaching & Learning and Assessment data on SIMs, including design, production and distribution of analysis, reports etc. to pupils, parents/carers, governors and the LA as applicable
- Management of the production and distribution of all annual and ad hoc reports for teaching staff, parents/carers and relevant professionals.

### **Marketing:**

- Ensure that the administration team provide a friendly, professional and efficient first point of contact to all pupils, parents, staff, professionals and visitors to the school.
- Ensure that all marketing materials are available and up to date promoting the school brand and aims to the outside world
- Maintain accurate and up to date communication systems with all stakeholders
- Ensure that the website is an effective marketing and communication tool by ensuring it complies with all statutory requirements and best practise, and provides accurate and up to date information about the school.

## **Public Examinations:**

- Provide accurate and efficient organisation and administration of all external accreditations and assessments having due regard to the principles of equal opportunity which enable pupils at the school and external candidates to access relevant examinations including KS2 National Curriculum Tests, KS3 Teacher Assessments, AQA Unit Awards, Entry level Qualifications, GCSE qualifications, BTEC Awards, Functional Skills and other awards within the Foundation Learning Tier
- Ensure liaison and collaboration with teaching staff, pupils and parents to plan and ensure that pupils are entered for the relevant accredited courses, ensuring correct access arrangements are in place.
- Ensure compliance with all security, storage and other requirements for safe delivery and processing of all examination materials including stationery and question papers.
- Plan and put in place the arrangements for the public examinations including planning the timetable, scheduling invigilators, booking rooms/furniture, ensuring access arrangements.
- Ensure a trained member of the Administration team is available to process and distribute the results, check and record certificates and produce relevant statistics

## **Safeguarding**

- Ensure safeguarding of pupils at all times, including managing the Single Central Record.
- Ensure that all visitors, contractors and professional advisors visiting the school are aware of and comply with the school's safeguarding requirements.
- Be part of the school's 'first response' in the event of a member of staff requesting immediate assistance.
- Assist with pupil welfare matters including liaising with pupils, staff, parents and carers and administering first aid.

## **Financial Management and Administration**

- Ensure the school financial administration and budget monitoring processes are effectively and accurately fulfilled including the timely and accurate recording and monitoring of income and expenditure and raising of invoices, effective segregation of financial duties, and secure cash handling
- Maximise Pupil Premium income and track expenditure
- Maximise income through lettings and other money raising initiatives
- Maintain the contracts register to ensure the accurate recording of contract terms and implementation of system for the regular review and monitoring of contracts and services
- Manage and monitor the online payment system promoting its use to parents wherever possible

## **Access, Participation and Inclusion**

- Ensure effective API administration including administration of individual pupil records for St Luke's and Forest House, CTF's, statements, reviews and relevant and timely distribution to stakeholders of pupil reports and data as required.
- Oversee all administration relating to OV7s & Off site visits to ensure compliance
- Oversee the arrangements and administration associated with organising the tutorial days (3 annually) and pupil transport arrangements
- Provide ongoing support and training to relevant staff to ensure they are competent in their use including for example SIMS, Reviews, IEPs and OV5s
- Ensure that all statutory reporting and returns relating to pupil access, participation and inclusion are accurately completed and submitted within required deadlines.

## **JOB CONTEXT**

- This role is responsible for ensuring the provision of a highly effective professional administration function to support all stakeholders.
- The job holder is responsible for managing a team of 5, works closely with all stakeholders and has contact with public bodies, professional agencies and suppliers.

## **KNOWLEDGE, EXPERIENCE AND TRAINING**

- Minimum level 3 qualification e.g. NVQ level 3
- Demonstrable experience in administration procedures.
- Excellent organisational and communication skills and the ability to demonstrate their use.

- Excellent working knowledge of SIMS and Microsoft Office, particularly Excel and Word;
- Ability to prioritise workload, work flexibly and accurately under pressure without close supervision is imperative.
- Experience and skills to manage develop and motivate a high performing administrative team and work as a team player.
- Understanding of the needs of children with special educational needs (SEN) including the statement of special educational need, reviews and annual reports processes and the examinations process
- Knowledge and experience of identifying and implementing changes to processes and procedures.
- First aid trained

### **SUPERVISION AND SUPPORT**

- Line-managed and performance developed by the School Business Manager, although minimum supervision on a day to day basis.
- The jobholder has regular contact with the School Business Manager, The Headteacher and members of the senior leadership Team to refer any problems as and when they arise in relation to policy or procedure initiatives.
- The post holder organises his/her own workload within the school and administration function requirements and has overall responsibility for day to day management of the administration team.

### **PROBLEMS AND DECISIONS**

- The post holder must ensure the planning and carrying out of short-term and long-term workloads to ensure that deadlines and reporting requirements are met and the administration is completed to a high level of accuracy and in a professional and timely manner. The organisation of such workloads should be discussed with the line-manager and team members on a regular basis.
- Tasks and deadlines happen on a daily, weekly, monthly, annual and ad-hoc basis.
- The post holder may sometimes have to deal with difficult/sensitive issues, deciding, as appropriate, to refer to the Headteacher or other members of the senior team.

### **ADDITIONAL INFORMATION**

- The jobholder is required to contribute to and support the overall aims and ethos of the school.
- All members of staff are required to participate in training and other learning activities and in performance management and development, as required by the school's policies and practices.

### **WORKING ENVIRONMENT**

- St Luke's is a School for pupils with learning difficulties, including pupils with complex moderate learning difficulties, autism spectrum disorders and speech, language and communication needs.
- St Luke's has a variety of large and small animals on the premises.

### **CRIMINAL RECORDS BUREAU**

This post is classed as having a high degree of contact with children and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of Hertfordshire County Council's pre-employment checks.

### **EQUALITIES**

Be aware of and support difference and ensure that pupils have equality of access to opportunities to learn and develop.

### **HEALTH AND SAFETY**

- It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- All staff and visitors must 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.

### **FLEXIBILITY**

- In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above and accept any reasonable alterations that may from time to time be necessary.

- However, such duties and alterations will fall within the scope of the post, at the appropriate grade.