

School/College:	Small Schools Cluster
Job Title:	Cluster Office Manager
Grade:	9
Responsible To:	Business Manager/Executive Headteacher
Responsible For:	Administrative Staff in Small Schools Cluster
Key Relationships/ Liaison with:	Senior Leaders/Staff/Governors
Job Purpose:	To support the senior leadership team in its aims and objectives by leading and effectively managing the Cluster office staff, ensuring the schools' administration and offices are effective and efficient.

MA MAIN DUTIES AND RESPONSIBILITIES:

1. To ensure office staff follow policies relating to visitors and their responsibility in safeguarding children.
2. Answer enquiries by email, telephone or in person from parents (or other external persons) or employees, giving guidance and advice within laid down procedures.
3. Support the Exec Headteacher in ensuring all safeguarding checks are undertaken and personnel added to the Single Central Record (SCR) as appropriate. To oversee the SCR and the safeguarding training record and HR records, ensuring they are current as per Learn Academies Trust protocols.
4. To manage the schools' administrative function and administrative staff including routine monitoring, prioritising tasks and, in collaboration with the Business Manager, managing performance.
5. Scrutinise and develop efficient and consistent administrative processes across the Cluster to achieve best practice, with maximum efficiency.
6. To undertake a full range of personnel duties within the school, maintenance of sickness returns, completion of staff insurance claims, statistical returns (SWC) and recruitment administration, to ensure that staffing issues are dealt with and in accordance with conditions of service, personnel policies and procedures.
7. To process staff overtime claims to specified deadlines.
8. To arrange supply cover as required, in consultation with the Exec Headteacher.
9. To oversee the order process to ensure compliance with Trust financial procedures. Process invoices ready for payment. Process credit card payments and staff expense claims

10. To oversee and manage the collection, collation and manipulation of a wide range of data, using paper-based and computer systems eg Arbor, Parentpay, PS Financials.
11. To oversee internal debt collection for dinners and trips across the schools.
12. To be responsible for the effective communication with parents, other stakeholders and external agencies, by email, letter, telephone and other communication media.
13. To oversee secure electronic transfer of pupil data ensuring compliance with data protection legislation. In addition, comply with the requirements to complete the pupil and school workforce census. Ensure all student records and documents are properly maintained, filed and manually/electronically transferred when students leave.

GENERAL

14. Support the Heads of School, Exec Headteacher and Business Manager as required.
15. Other duties as required to ensure the smooth running of the school offices.
16. To adhere to Safeguarding/Child Protection policies and General Data Protection Regulation at all times.

SPECIAL FACTORS:

Subject to the duration of the need, the special conditions given below apply :

- (a) The nature of the work may involve the postholder carrying out work outside of normal working hours.
- (b) This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and is defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006. Therefore a DBS enhanced check for a regulated activity (includes a barred list check) is an essential requirement.

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.

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	Essential	Desirable	How assessed
<u>Qualifications</u>			
Good general standard of education and IT skills (GCSE English and Maths minimum)	✓		App/Doc
A level Maths/English / CSBM		✓	App/Doc
<u>Experience</u>			
Experience of leading and managing a team	✓		App/Int
Office/administration experience	✓		App/Int
Experience of process improvement to achieve efficiencies		✓	App/Int
Office /administrative experience in a school or academy		✓	App/Int
Accounting/financial experience		✓	App/Int
HR administration in a school-based setting		✓	App/Int
<u>Job Related Knowledge</u>			
Understanding of the importance of confidentiality and an appreciation of the implications of the General Data Protection Regulation	✓		Ref/Int
Understanding of full range of administrative processes including purchasing, personnel management, database management	✓		Ref/Int
Understanding of safeguarding, and its importance in a school environment	✓		Ref/Int

	Essential	Desirable	How assessed
Knowledge of Arbor, PSF, MS Teams, Parentpay		✓	Ref/Int
Knowledge of personnel contracts in education		✓	Ref/Int
Knowledge of safer recruitment processes and safeguarding protocols in education		✓	Ref/Int
<u>Skills/Attributes</u>			
Good time management skills – be able to prioritise work and delegate when appropriate	✓		Ref/Int
Ability to take the initiative to improve processes and challenge established practices, where appropriate	✓		
Self-motivated with high professional standards	✓		
Ability to keep calm in difficult situations	✓		
Ability to be assertive when necessary, to achieve appropriate priorities and outcomes	✓		
Excellent interpersonal skills – able to deal with a variety of people in an appropriate professional manner	✓		
Problem-solving abilities	✓		
Literate – excellent standard of grammar, punctuation and spelling	✓		
Numerate	✓		
Good communication skills – both oral and written	✓		
Word processing and ICT skills – able to use a range of database and software packages	✓		
Ability to operate effectively as a member of a team and with minimum supervision	✓		

	Essential	Desirable	How assessed
Flexible	✓		
Committed to Equal Opportunities	✓		
Skills to use and manage ICT systems and resources		✓	
Ability to promote the school positively to pupils, parents, colleagues and other community groups		✓	
<u>General Circumstances</u>			
An understanding of, and commitment to, Equal Opportunities, and the ability to apply this to strategic work and day-to-day situations	✓		App/Int
<u>Factors not already covered</u>			
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		Med

App = Application Form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical Questionnaire

Doc = Documentary Evidence (E.g., Certificates)