# Job Description
# Office Manager
# Education

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| **Job Title** | *Office Manager* |
| **Responsible to** | *Head of Service* |
| **Responsible for** | *Administration Team* |
| **Key Internal Contacts** | *Staff in other departments within the Centre* |
| | *Staff in other Centres in the Region, Regional Office Staff* |
| **Key External Contacts** | *Student relatives, advocates and others* |
| | *Placing Authorities and Service Providers* |
| | *Registration, Regulatory and Inspection bodies* |
| | *Local Services – Statutory, Voluntary and Community Neighbours* |

At Outcomes First Schools, we are ambitious for every student and committed to the highest standards in everything we do. We continuously evaluate and improve our practice, drawing on evidence, expertise and experience to ensure we deliver the best possible outcomes. We take responsibility for the quality and impact of our work, understanding that every decision has the power to shape the lives of students, families, colleagues and communities. By taking the time to listen, understand and make informed decisions, we create positive learning environments where students can thrive, achieve their potential and build successful futures.

## JOB PURPOSE

- To work alongside the Head of Service and to effectively develop and manage the Administration Team to provide comprehensive, confidential administrative support to the Service. You are also responsible for all administrative, financial and organisational processes within the school, maintaining confidentiality at all times. They assist with all the planning and development of support services.

## KEY TASK AREAS & RESPONSIBILITIES

Specific responsibility areas are determined and allocated as local operational requirements and team structure dictate. The following tasks are indicative of the areas that this post would manage and are not necessarily areas of personal involvement on a regular basis

### RECEPTION

- To support the School Administrator in handling incoming calls to the service, taking detailed and accurate messages and relaying them promptly to the appropriate person

- To welcoming visitors in a professional and courteous manner and promptly ensure that the appropriate person is informed of their arrival, arranging refreshments as required #
- Ensure that all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the school
- To maintain meeting room diaries, and shared calendars across the school
- To support the School Administrator in ensuring that all post deliveries are forwarded to appropriate staff and that outgoing post is accurately weighed and stamped in readiness for posting at the end of the day
- To maintain the reception / office area so that it presents a tidy professional image of the service
- To take receipt of deliveries and distribute accordingly
- To support the facilities manager to manage and maintain the electronic door fob system
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Ensure all visitor checks and health and safety processes are in place to monitor entry in and out of the school

**REFERRALS AND ADMISSIONS**

- Receive referrals through the school office and make sure they are passed on to the Admissions Manager in a timely manner
- Create student welcome packs to be sent home once a placement has been confirmed, and to upload relevant student information to iSAMS
- Ensure Student Records are updated when relevant information is shared by parents and external agencies (LA, CAMHS)
- Sets up a personal file for each young person in accordance with company policy requirements, ensuring the file and other information related to the young person remains up to date
- Maintains the Admissions Register and ensures it is to a high standard for Ofsted inspection.

**PERSONNEL**

- Set up and maintain personnel files for each staff member electronically, and ensure that records are up to date
- Support Senior Management in the recruitment process by collating documentation, scanning documents and supporting on interview panels if necessary
- To ensure the Single Central Record (SCR) is up to date and in line with policy set out in KCSIE
- Liaising with the OFG Recruitment Team throughout the onboarding process, gathering any documents from candidates that may be necessary

- Complete DBS Update Service Checks on Permanent and Agency Staff.
- To relay advice and support from People Management to the wider school team.
- Support with recorded conversations and Annual Reviews as and when required
- Support the school administration team with agency checks, making sure staff are vetted before coming on Site

**FINANCIAL**

- Support staff with Expenses requests to make sure they are completed and approved in line with company policy.
- Ensure that all records are kept accurate and up to date for all financial transactions
- Coordinate with the School Administrator, Accounts and Financial teams with purchase invoices
- Maintenance of pre-paid credit cards and associated register ensuring that monthly returns are accurate and balanced
- Manage financial administration procedures and maintain appropriate records to satisfy audits
- Keep track of classroom and department budgets and support the School Administrator in ensuring these are kept to by staff across the school.

**STAFF**

- Ensure that all Administrators within the team fulfil their duties effectively and timely
- Assist in the recruitment, training and ongoing development of staff as required
- Undertake agreed delegated management responsibilities on an ongoing basis for example supervisions, annual appraisals, probation reviews, return to work meetings and manage sickness and absenteeism, involvement in disciplinary, capability, grievance and other people management procedures in accordance with Company policy
- Raise awareness of school and company systems via drop-in sessions, resources, and other means
- Delegate responsibilities based on competence of staff and the needs of the school, and review to promote teamwork and communication
- Complete handover to other staff and teams as required

**GENERAL**

- To provide an effective, timely and confidential administration support to staff and managers as required
- To ensure that relevant records and documents are kept up to date and are always stored securely and confidentially
- To respond timely and with flexibility to urgent or last-minute staff/service requirements as a service providing function of the Centre
- To support other members of the Administration Team with work that requires extra members of staff to complete the tasks
- Ensure awareness that the service operates to agreed budgets and contribute to keeping within these budgets as instructed

- Exercise vigilance in respect of Health and Safety and promptly report all hazards and/or remedy them where appropriate. Undertake all duties in a manner calculated to minimise or avoid unnecessary risks, personally or to others
- To have direct responsibility for health and safety matters relating to the service under their control and for persons reporting directly to them and are therefore responsible for the implementation of the provisions of health and safety policies.
- Carry out suitable and sufficient risk assessments, implement control measures to reduce the risk and devise safety systems of work
- Ensure that all employees are fully aware of and understand the outcomes of site risk assessments and those of people we support and that employees adhere to the detailed control measures
- Assist with the organisation of premises repairs under the direction of the Headteacher and Caretaker
- Ensure that business continuity and emergency response plans for their service are prepared and kept upto-date
- Based on the recommendations from the Caretaker, suggest quotes and works to Headteacher, and where approved book relevant contractors.
- Attend and contribute to the Health and Safety Committee meetings.
- Always operate in accordance with Company policies and procedures, with reference to Safeguarding, Adult/Child Protection, Complaints and Representations and Behaviour Policies
- Participate in training and take responsibility for personal development
- Participate in team meetings, supervisions and annual reviews in accordance with Company policy and the standards set by the Regulatory Body
- Work to promote the Centre as a valued, professional asset within its community and to promote a culture that individuals and staff always conduct themselves in a manner that reinforces this image
- Ensure that all actions taken are in the interests of the Service Users and the Company
- To work to and exhibit the values of the Company and maintain standards of behaviour in accordance with Company policies, procedures and practices
- To carry out any other reasonable and relevant duties as required