

## **Job Description**

**Job Title:** Office Manager

**Reports to:** Headteacher

**Location:** Kestrel House School (Crouch Hill and Elm Grove sites)

**Review and Amendment:** This job description will be reviewed annually and may be subject to modification and amendment following consultation between the Headteacher and post holder.

### **Main Purpose:**

To be responsible for the planning, development and implementation of financial, HR and administrative services within the school.

- The Office Manager is responsible for providing office management services to Kestrel House School across both the Crouch Hill and Elm Grove sites. This includes maintaining office services and efficiency and maintaining office records.
- To provide line management of the Admin Team, supporting the Senior Leadership Team to maintain high standards across administration and HR functions.
- Ensure all stakeholders benefit from high standards of service.
- Member of the SMT and responsible for the Administration Team to provide the school with a safe environment for all people – pupils, staff, visitors and contractors.
- Main point of contact for central services – including HR, Recruitment, Resourcing, Payroll and IT.

### **Accountabilities / Responsibilities:**

#### **Administration**

- To oversee the administrative functions including the administrative ICT facilities, school receptions, records and telephones.
- Implement office policies and procedures.
- Provide PA-level support to the Headteacher, including fielding and prioritising telephone enquiries, managing the Headteacher's diary, scheduling appointments and meetings, and ensuring the Headteacher is briefed on upcoming commitments and correspondence in a timely manner.
- Provide line management of admin staff, including appraisals, supervision and performance management.
- Manage the recruitment systems and processes for all positions on behalf of the Senior Leadership Team, including advertising, shortlisting coordination and pre-employment checks, ensuring compliance with safer recruitment requirements and OFG policy.
- Provide on the job and training opportunities.
- Ensure all systems and files are maintained and up to date (including the webpage).
- Set up and maintain confidential files for new pupils, ensuring that Data Protection requirements are adhered to, and that pupil files are correctly archived upon discharge in accordance with the Data Retention & Disposal Policy.

- Ensure protection, security and correct disposal of files and records in accordance with the OFG Data Protection Policy and Data Retention & Disposal Policy, supporting the Senior Leadership Team to maintain compliance with UK GDPR and the Data Protection Act 2018.

## **HR**

- To support the Senior Leadership Team to manage general personnel matters in consultation with the Headteacher and OFG, verifying that all required pre-employment checks are carried out for new employees and that staff queries regarding salaries, expenses, sickness and maternity procedures are dealt with effectively and in accordance with OFG policy.
- Organise and collate reports ahead of SMT meeting, attend, note take and distribute actions.
- To ensure systems are in place to maintain confidential staff records, and to ensure that staff records held in the school by others are kept secure and confidential.
- To provide advice and guidance on policies and procedures to all staff.
- If necessary, assist in disciplinary cases, investigations, writing letters, reports, minutes taking and decision making.
- If necessary, to assist and advise management in the disciplinary process in matters of time keeping and attendance, ensuring that all steps of the procedure are rigidly met.
- When required issue employee contracts including the development of new contracts and amending existing contracts and terms and conditions ensuring compliance with relevant HR legislation and company policy.
- Monitoring and assist with sickness and absence, short term and long-term issues.
- Organise and attend welfare calls, home visits and formal absence meetings.
- Administer and maintain oversight of all safer recruitment and pre-employment check processes for all positions on behalf of the Senior Leadership Team, ensuring all checks are completed, recorded and held securely on staff files.
- Ensure the recruitment process meets the schools strict safeguarding policies and ISI framework.
- Ensure all HR systems are kept up to date, including iSAMS, Reach, employee files and Single Central Register.
- Complete and submit statutory returns to the DfE and other relevant bodies within required deadlines, including the school census and staff workforce census, ensuring data held on the MIS is accurate and up to date prior to submission.
- Ensure all paperwork is stored both digitally and paper copy on staff files.
- Collate and submit monthly payroll information – overtime, sleep-ins, bank hours and agency figures.
- Where required, submit monthly KPI information to Headteacher and central services.
- Support the effective and timely return of data requested from the school by the Regional Director or Central Services teams, including forecast and actual agency staff usage, workforce data and any other management information returns, ensuring accuracy and adherence to submission deadlines.
- Deal with any HR problems/issues/grievances/complaints.
- Review staff requests for purchases and services to ensure compliance with OFG policy and process, including the use of preferred suppliers; where requests involve non-compliant suppliers or products that do not meet required quality standards, raise this with the relevant budget holder and seek appropriate authorisation before proceeding.

## **Finance**

- Raise purchase orders on behalf of the school in accordance with OFG financial procedures, ensuring appropriate budget holder authorisation is obtained prior to commitment of expenditure, except where delegated authority has been granted to the Office Manager for routine areas of expenditure.
- Receive, process and mark up invoices for approval, routing to the appropriate budget holder and ensuring timely submission in line with OFG finance deadlines.
- Support the internal tracking of expenditure against agreed budget thresholds, providing regular updates to the Headteacher and flagging any variances or areas of concern in a timely manner.
- Exercise delegated authority for routine areas of expenditure, including building maintenance and management of the school's cash cards, ensuring all transactions are accurately recorded and reconciled.
- Seek authorisation from the appropriate budget holder for all expenditure outside delegated authority limits, maintaining a clear audit trail of approvals in accordance with OFG financial procedures.

### **School Events & Communications**

- Maintain and coordinate the whole-school events calendar, ensuring key dates, external visits, inspections and whole-school activities are accurately recorded and communicated to relevant staff in a timely manner.
- Coordinate and support the administration of school events, including parents' evenings, award ceremonies, open days and other whole-school activities, liaising with staff and external parties as required.
- Manage communications to parents, carers and placing authorities using the school's parent communication platform, ensuring information is accurate, timely and consistent with the school's tone and approach.
- Maintain and update the school website, uploading policies, news, newsletters and other content as directed by the Senior Leadership Team.

### **Other Job-related Duties**

- Ensure all admin across both sites (Crouch Hill and Elm Grove) is running efficiently and effectively.
- The post holder is expected to work across both the Crouch Hill and Elm Grove sites as required, including to provide cover for absence, attend meetings or support the Senior Leadership Team, and must be prepared to travel between sites as part of the normal requirements of the role.
- Ensure admin cover across all departments is in place to cover sickness and annual leave.
- Work closely with other senior staff and the Facilities Manager to ensure that the school is able to meet its statutory and policy obligations across both sites, including health and safety compliance, premises maintenance, and the effective management of contractors and third-party service providers.
- Complete internal audits.
- Oversee and maintain correct file storage and archiving, ensuring records are retained and disposed of in accordance with the OFG Data Retention & Disposal Policy and the Record Disposal & Archiving Log is maintained and available for inspection.
- Support the Senior Leadership Team in responding to Subject Access Requests, liaising with the OFG Data Protection Team and ensuring requests are logged and handled within required timescales in accordance with the Data Protection Policy.
- To undertake other duties consistent with the scope of the post and within the competence of the post holder.

- Work in accordance with professional practice, statutory and legal requirements, and the policies of Kestrel House School and OFG.
- All employees are obliged to adhere to the company code of professional conduct.
- All employees are expected to take part in a continuous professional development program as required following annual performance management reviews.
- There will be possible additional responsibilities added such as Examinations Officer to the role

### **Safeguarding**

The post holder will:

Be aware, following training, of the current legal requirements, national policies and guidance on the safeguarding and promotion of the well-being of service users.

Know how to identify potential abuse or neglect and follow safeguarding procedures.

### **Equal Opportunities**

At all times and on all occasions to promote and comply with the schools commitment to Equal Opportunities.

### **Health and Safety**

Have a primary duty of care to self and ensure that appropriate health and safety practices are performed effectively to self and others.

### **Confidentiality**

It is expected that all Kestrel House School employees understand the nature of the work is confidential and details about users of our services should not be divulged to members of the public. All employees must comply with the OFG Confidentiality Policy and Data Protection Policy at all times. Any breach of confidentiality will be treated as gross misconduct and may result in disciplinary action, up to and including dismissal.

### **Other Duties and Responsibilities**

*A job description can never be fully descriptive and exhaustive of unforeseen changes or circumstances. It is expected that staff will, within reason, respond to unforeseen circumstances and emergencies as they arise, commensurate with their qualifications, experience and the situation.*

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed.