



**Office Manager**  
**David Livingstone Academy**  
**Outer London Grade 8, Scale Points 32-34**

**Job Description and Person Specification**

**Hours:** 36 hours per week, term time + 2 weeks

**Location:** Thornton Heath, Croydon

**Reports to:** Academy Business Manager

**Responsible for:** Administrative Officers and/or Assistants

**Role Purpose and Role Dimensions:** Organise and supervise administrative systems within the academy. Contribute to the planning, development and monitoring of support services and/or management of support staff, including coordination and delegation of relevant activities. Support the management team in developing the business and resource management. Ensure high quality performance through effective monitoring, evaluation, development and best value approach to the use of resources to enable students to achieve their best. Oversee all aspects of the administrative work of the academy.

**Commitment to Diversity:** As a member of the team to take individual and collective professional responsibility for championing the Trust's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

**Key External Contacts:**

- Local Authority
- Agencies
- Contractors

**Key Internal Contacts:**

- Headteacher & Leadership Team
- Teachers
- Support Staff
- Pupils
- Governors
- STEP Central Team
- STEP Business Managers

## Key Accountabilities, Result Areas: Key Elements:

### Organisation

#### This will involve:

- Taking a lead role in planning, development, design, organisation and monitoring of support systems / procedures / policies.
- Contributing in the development of performance and quality issues.
- Contributing in the area of planning and monitoring the work of the academy within the framework of best educational thinking and current legal responsibilities.
  
- **Line management responsibilities where appropriate:**
  - Managing support staff.
  - Liaising between managers/teaching staff and support staff.
  - Holding regular team meetings with managed staff.
  - Undertaking recruitment / induction / appraisal / training / mentoring for other staff.

### Administration

#### This will involve:

- Taking a lead role in the development and maintenance of record / information systems.
- Providing detailed analysis and evaluation of data / and producing detailed reports / information as required.
- Producing, and responding to, complex correspondence.
- Providing organisational and complex advisory personal support to other staff.
- Managing complex administrative procedures.
- Being responsible for completion and submission of complex forms, returns etc., including those to outside agencies e.g. DfE.
- Managing the administration of Payroll system.

## Resources

### This will involve:

- Being responsible for the selection and management of resources, including management of a budget and regular audit of resources.
- Taking a lead role in the recruitment of support staff and in managing associated employment procedures.
- Providing advice and guidance to staff and others on complex issues.
- Undertaking research and obtaining information to inform decisions.
- Taking a lead role in procurement and securing sponsorship / funding.
- Taking a lead role in marketing and promoting the academy.
- Managing facilities including premises, lettings and associated income, building and projects etc.
- Managing financial administration procedures.
- Taking a lead role in planning, monitoring and evaluation of budget.
- Being responsible for the management of expenditure within an agreed budget.
- Health & Safety management.

## Key Accountabilities, Result Areas: Key Elements:

## Responsibilities

### This will involve:

- Complying with and assisting with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Being aware of and supporting difference and ensure equal opportunities for all.
- Contributing to the overall ethos / work / aims of the academy.
- Develop constructive relationships and communicate with other agencies / professionals.
- Sharing expertise and skills with others.
- Participating in training and other learning activities and performance development as required.
- Recognising own strengths and areas of expertise and use these to advise and support others.
- Changing of duties and responsibilities over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.

## **Green Statement**

### **This will involve:**

- Seeking opportunities for contributing to sustainable development, in accordance with the Trust's Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.

## **Data Protection**

### **This will involve:**

- Being aware of the Trust's responsibilities under GDPR and the Data Protection Act 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- Maintaining client records and archive systems, in accordance with departmental procedure, policy and statutory requirements.

## **Confidentiality**

### **This will involve:**

- Being expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the Trust's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

**Key Accountabilities, Result Areas: Key Elements:**

**Equalities**

- The Trust has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination.

**Health and Safety**

**This will involve:**

- Every employee being responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

**To contribute as an effective and collaborative member of the team**

**This will involve:**

- Participating in training to be able to demonstrate competence.
- Participating in first aid training as required.
- Participating in the ongoing development, implementation and monitoring of the service plans.
- Championing the professional integrity of the Trust
- Actively sharing feedback on policies and interventions

# Person Specification

**Job Title:**

**Office Manager**

**Essential knowledge:**

- NVQ Level 4 or equivalent qualification or experience in relevant discipline.
- Full working knowledge of relevant policies / codes of practice / legislation.

**Essential skills and abilities:**

- Excellent numeracy / literacy skills.
- Effective use of specialist ICT packages.
- Use of specialist equipment / resources.
- Ability to organise, lead and motivate other staff.
- Ability to plan and develop systems.
- Ability to relate well to children and adults.
- Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Ability to self-evaluate learning needs and actively seek learning opportunities.

**Essential experience:**

- Demonstrable experience working in a school office environment.