

JOB DESCRIPTION

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| Job Title | STEP Office Manager |
| Responsible to | Senior Office Manager / Admin Services Manager / Head of Administration |

Job Purpose:

Under the guidance of senior staff: be responsible for undertaking administrative, financial, organisational processes within the Academy.

Manage the academy office team in achieving the STEP Standard for excellence by ensuring they are supported in all administration, with a positive impact on Teaching and Learning. Promote a culture of adherence to policies and processes within established time frames. Manage the office team in building a reputation for excellence.

- Supporting senior staff to ensure consistency around staff and administration processes.
- Support senior staff in identifying excellent practice.
- Liaising with external agencies as appropriate
- Establishing good working relationships with all stakeholders

Any other duty as required by the line manager to ensure the effective running of the Academy, to include undertaking duties.

Key Accountabilities:

1) Organisation

- Deal with complex reception/visitor etc matters.
- Be responsible for the planning, development and organisation of support service systems / procedures / policies.
- Assist in the organisation of school trips/events etc in co-operation with other staff. Ensure that staff and external providers (e.g. coach companies) have completed all associated risk assessments.
- Supervise, train and develop Administrative Assistants as appropriate. Take 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 school/centre within the framework of best educational thinking and current legal responsibilities.
- Management responsibilities where appropriate:
- Liaising between managers/teaching staff and support staff.
- Holding regular team meetings with managed staff.
- Undertaking recruitment/induction/appraisal/training/mentoring for other staff.

2) HR

- Prepare advertisements when a recruitment need is identified.
- Following STEP processes and procedures manage the recruitment of new staff. Supporting Heads of Service where necessary.
- Preparation of induction material for all new staff.
- Collate staff files in accordance with the STEP Way, ensuring that all statutory checks are made.
- Maintain the SCR, updating where necessary and ensuring that 3 year checks are completed.

- Notify payroll of all starters, leavers and any contractual changes.
- Following authorisation, Input monthly changes to the payroll.
- Provide support and guidance to the SLT with HR processes.
- Manage HR processes within the administration team.
- Manage and support Performance Management with identified staff.

3) Administration

- 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. DfES.
- Being responsible for the selection and management of resources, including management of a budget and regular audit of resources.
- Providing advice and guidance to staff and others on complex issues.
- Undertaking research and obtaining information to inform decisions.
- Taking a lead role in marketing and promoting the school.
- Supporting the management of lettings and associated income.
- Managing financial administration procedures.
- Health & Safety management.

4) Responsibilities

- Comply with and assist 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.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the Academy.
- Establish constructive relationships and communicate with other agencies/professionals.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Sharing expertise and skills with others.

Safeguarding commitment

STEP Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced DBS check is required for this post.

Personal Development

Maintain a commitment to your own professional development. Be aware of changing employment legislation, new developments and innovations through the use of publications, internet and other resources. Stay informed about relevant changes and emerging themes within the sector.

Commitment to Equality and anti-racism

STEP Academy 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.

Commitment to Diversity

Take individual and collective professional responsibility for championing the Trust's anti-racism agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.

Green Statement

Seek opportunities for contributing to sustainable development of the Trust, 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.

Data Protection

To be aware of the Trust's responsibilities under the Data Protection Act 2018 and GDPR and ensure compliance.

Confidentiality

You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence.

Health & Safety

Every employee is 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.

The post holder may be required to perform other than these duties given in the job description. The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility. The job description is not a comprehensive statement of duties but sets out the main expectations of the Trust.



POST: Office Manager

PERSON SPECIFICATION

| Qualifications | Associate |
|---|------------------|
| Educated to a minimum of NVQ Level 4 in a relevant discipline/subject | Essential |
| Full working knowledge of relevant polices/codes of practice/legislation | Desirable |
| Experience, Knowledge and Skills | |
| Excellent numeracy/literacy skills Proven literacy, numeracy and communication skills including being able to respond appropriately to staff, governors, pupils, outside agencies and the Local Authority | Essential |
| Effective use of specialist ICT packages | Desirable |
| Use of specialist equipment/resources | Essential |
| Demonstrable experience working in an office environment at a senior level. | Desirable |
| Ability to organise, lead and motivate other staff. | Essential |
| Ability to plan and develop systems | Desirable |
| Ability to self-evaluate learning needs and actively seek learning opportunities | Essential |
| Ability to relate well to children and adults | Essential |
| An understanding of HR legislation and its impact on the workplace. | Desirable |
| A good understanding of equal opportunities issues as they affect pupils and their families. Knowledge and understanding of the nature and effects of racial and economic disadvantage and inner city deprivation and the ability to develop appropriate responses to the needs arising. Knowledge and understanding of child protection and safeguarding | Essential |
| Personal attributes | |
| Ability to work successfully as a team member establishing effective working relationships and flexible working practices | Essential |
| Ability to work under pressure in a constantly changing and demanding environment and remain professional at all times. | Essential |
| Ability to communicate effectively in order to lead and support staff appropriately | Essential |
| Physical ability to perform the duties of the post with the support of aids or adaptations as required. | Essential |