

# WARWICKSHIRE COUNTY COUNCIL

## PAY AND CONDITIONS REVIEW PROJECT 2006/07

### ROLE DESCRIPTORS FOR POSTS IN SCHOOLS

Note: These are broad descriptions of the types of duties/activities expected of a post at this level, for illustrative purposes. They are not intended to provide an exhaustive list of duties.

**POST TITLE:** Office Manager      **JEID REF:** SO262

**POST LEVEL:** Band G

#### **BROAD DESCRIPTION:**

Responsible to Headteacher, managing the office and organising and providing effective whole school administration, management information systems and for the provision of a comprehensive administrative service for the Head, SLT and Governors.

**RESPONSIBILITY FOR OTHERS:** The post has some impact on the well-being of individuals or groups (ie physical, mental, social, health and safety) through contributing to the smooth running of office procedures and activities.

**RESPONSIBILITY FOR STAFF:** The post has direct responsibility for supervising a small team of secretarial or administrative staff.

**RESPONSIBILITY FOR BUDGET:** The post has direct responsibility for a small budget, involving monitoring and accounting for expenditure.

**RESPONSIBILITY FOR PHYSICAL RESOURCES:** The post has some direct responsibility for physical resources, involving the careful, accurate, confidential and secure handling and processing of information

#### **TYPICAL TASKS**

- To ensure the effective and efficient management of office support, incoming enquiries and reception, including taking independent action where appropriate to resolve administrative matters and those not requiring specialist expertise (this will include liaising over pupil welfare).
- To undertake research and information gathering activities, including liaising with other relevant officers and outside agencies and bodies.
- To provide direct support in handling and management of e-mail and written correspondence incoming to the office of the relevant manager.
- Manage the office routines and systems, instituting changes as necessary.
- To provide full administrative support in relation to the production of correspondence and records, including electronic and manual filing systems.
- To ensure the courteous, effective and efficient organisation of visits by external parties, welcoming on behalf of the Headteacher.
- To be highly professional and maintain confidentiality at all times

- Deal with detailed and specific parental queries and provide advice and guidance to staff, pupils and others.
- Manage complex administrative procedures and queries/enquiries
- To maximise the use of ICT to enhance the efficiency and quality of support and service provision, e.g. use of relevant databases and the full range of software to the level of a standard user. This will include responsibility for the maintenance, updating and accuracy of the different school databases (e.g. pupil, staff).
- To ensure the effective management of administration routines, systems and procedures within the school, developing and instituting changes as necessary.
- To be responsible for producing and responding to complex enquiries, preparing documents and reports, collecting and analysing information (e.g. Census)
- To develop, manage and maintain record/ information systems
- Manage all data collection and reporting - to Headteacher, Governors, LA, DCSF etc.
- Manage the Personnel MIS (e.g. SIMS), produce reports and analyses as requested (including SCR).
- Assist with pupil welfare, liaising with parents, medical, welfare and other staff as appropriate.
- Arrange medicals, vaccinations, school dentist etc
- Participate in training, learning and development activities
- To assist head teacher where necessary

#### **QUALIFICATIONS/TRAINING AND LIKELY ABILITIES:**

- ✓ Hold an appropriate qualification equivalent to NVQ level 3 administration or business management or evidence of equivalent knowledge and experience in a relevant discipline.
- ✓ Minimum GCSE (or equivalent) English and Maths and grade A-C

#### **ESSENTIAL:**

- ✓ Experience of working within a school office environment
- ✓ Experience of office administration
- ✓ Competent in use of ICT systems e.g. Microsoft Word, Sway, Outlook, Welearn365, Dojo
- ✓ Knowledge of specialist school systems – e.g. SIMS MIS, Synergy
- ✓ Knowledge of all school policies, systems, procedures and protocols and services provided (e.g. SCR, Census, DBS and Safeguarding)
- ✓ Able to communicate effectively with a range of audiences including children  
Able to plan, prioritise and organise own work and use own initiative.
- ✓ Must be friendly, caring and a good team player

#### **DESIRABLE:**

- ✓ First aid trained or willingness to undertake first aid training