



St Thérèse of Lisieux Catholic Multi Academy Trust

Job Description

Office Manager – Primary School

Reporting to: Headteacher

Liaising with: Parents, students, visitors, colleagues, external suppliers and members of the public/local community

Grade/Salary: Band 4

Hours of work: To be agreed

Core Purpose

- To provide a high quality customer focused management of the administrative service for senior leaders, staff, students and parents.

Specific areas of responsibility and key tasks:

General Admin

- To provide general administrative support within the school office and for senior leaders and other teaching staff in the school.
- To open and distribute incoming mail, franking and sending out outgoing mail and receiving deliveries at the main reception desk.
- To provide a reprographics service to staff and senior leaders.
- To answer, manage and direct all telephone calls to the school efficiently and effectively.



- To receive all visitors to the school appropriately ensuring they are aware of all H&S and safeguarding procedures
- Dealing with challenging callers and visitors' to the school and the handling of external complaints.
- Signing for deliveries / collections.
- To phone parents and carers to communicate messages from school.
- To prepare whole school mailings, including mail merge, labels, and distribution.
- To distribute resources accordingly, such as newsletters and other mailings into form wallets etc.

Financial Admin

- Assist with the processing of Purchase Orders, chasing delivery, receipting goods, following up queries with the supplier and communicating with school staff regarding their order.
- Organising the return of goods.
- Maintain registers for dinner money, school trip payments and other school based fundraising activity.
- Administration of automated parent payment system.
- To prepare cash and cheques for banking, reconciling the amount banked to the payment registers.

School Admissions

- Process applications, both new intake and in-year transfers and input onto the database ensuring all relevant paperwork is in place, prompting parents for additional information where necessary.
- To be the lead contact for liaising with parents via telephone, email and face to face to explain and assist with admissions processes and procedures.
- Present all applications to the Governors to facilitate easy categorisation and attend the admissions committee meetings providing advice and guidance to Governors.
- Rank applications for new intake and submit to the LEA by the required deadline to ensure they can make offers by National Offer Day and liaise with the LEA regarding offers and declines of offers for in-year applications.
- To be responsible for ensuring acceptances/declines of offers are received by parents promptly and ensuring that the roll number acceptances are in place swiftly.



- To take an active role in the preparation of the transition process including providing parents with the necessary information, attending the School Open Evening and the New Intake Information Evening assisting parents with queries, communicating with primary schools regarding the transition for Year 6 children to Year 7 and liaising with the Year 7 Progress Leader to consider improvements and changes to processes.
- Ensure parents provide adequate information about new students and loading this information onto the school's database.
- Full responsibility for maintaining waiting lists.
- Liaise with parents regarding the appeal process when required and compile necessary documentation for appeals and provide this to The Appeals Service as the need arises, briefing the Head teacher with up to date information for upcoming appeals.
- Maintain accurate records of appeals heard and provide this information as required to ensure that the correct funding is received.

Attendance

- Check registers for absentees and make first day response calls, ensuring records of all telephone calls made to parents/carers are kept.
- Input and accurately record any paper attendance registers into the School's computerised system.
- Chase up on notes for absentees and send letters home for unexplained absences.
- Record and maintain details of all absence requests, ensure forms completed correctly, return acceptance slip to parents and record marks accordingly.
- Detect trends and patterns of absence (are particular lessons being missed, or certain days) and take appropriate action.
- Meet with the Education Welfare Officer providing official registers and registration certificates to check and agree action.
- Print off full registers on a daily basis and update with details of pupils signing out of school.
- Provide % attendance reports for school leaders on a weekly and basis and provide an analysis of pupil attendance and lateness on request.
- Ensure attendance registers are completed efficiently for each session.
- Be aware of school events, e.g. sports activities, off-site visits etc and mark the register accordingly.
- Challenge parents/students on reasons for lateness and absenteeism.



- Maintain confidentiality concerning the student and/or family with all persons other than authorised persons or agencies.
- Be aware of the General Data Protection Regulations and other legislation to ensure confidentiality of records and information is maintained.

HR

- Recruitment administration for posts in liaison with central team e.g. completing vacancy request form and supporting on day of interview, ensuring copies of documents are taken.
- Ensuring personnel files are kept up to date, in liaison with central HR team.
- Updating and maintaining the SCR for staff.
- To ensure overtime / casual claims are approved as appropriate, and processed as appropriate.
- Maintaining absence records on portal.
- Booking courses for staff.
- Arranging cover with agencies for both planned and unplanned absences.

Pupil Pastoral Care

- To be a trained First Aider and provide First Aid as required.
- To look after sick children – contacting parents and supervising the children until collected
- To hold and administer medication (also insulin) for children as required
- Management of infant milk and fruit schemes including ordering supplies and claiming grants

Premises and H&S

- To liaise with contractors during the day in the absence of the premises officer. Ensuring they are compliant with H&S.
- To deal with H&S issues that may arise during the day in the absence of the premises staff. Eg making hazards safe, calling in emergency contractors.
- To undertake risk assessments as required
- To be responsible for all lettings of the school facilities. – financial agreement, managing the provisions, maintaining records eg at holiday times, before and after school club, external organisation
- To co-ordinate all after-school clubs, taking bookings and payments, producing registers, liaising with parents if late for pick up



Data

- To maintain the pupil database. To compile information and ensure it is current by making regular checks with parents/carers.
- To be responsible for the running of all required Census's in school eg Main school census, workforce census. Responsible for running, correcting and submitting the returns in a timely manner and liaising with the LA/EFA with any issues.
- SATS registration and exam paper procedure management

Additional Duties

- Line management of other office staff if applicable
- Perform any task or duty under the reasonable direction of the Operations Manager/Headteacher.

St Thérèse of Lisieux Catholic Multi-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. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed, and would not in itself justify a reconsideration of the grading of the post.



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Person Specification

Office Manager

A Training and Qualifications	Essential	Desirable
Five GCSEs including a minimum of GCSE (or equivalent) grade C in maths and English	Y	
Level 3 qualification in business administration or equivalent experience	Y	
Evidence of commitment to continuing professional and personal development	Y	

B Experience	Essential	Desirable
Experience of working in a busy admin/secretarial position	Y	
Experience of working in a school office		Y

C Professional Knowledge and Skills	Essential	Desirable
A commitment to continual professional development	Y	
Excellent ICT skills	Y	
Excellent verbal and written communication skills	Y	
Excellent planning, organisation and negotiation skills	Y	
Knowledge of school administrative systems		Y

D Personal Attributes	Essential	Desirable
Willingness to support Catholic life in schools	Y	
Professional, friendly and approachable and able to relate well to staff, students and visitors	Y	



Excellent telephone manner	Y	
Able to adapt to changing circumstances and new ideas	Y	
Attention to detail	Y	
Can-do attitude and solution focused approach	Y	
Ability to be respectful and promote equality of opportunity and diversity	Y	

E Safeguarding	Essential	Desirable
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	Y	