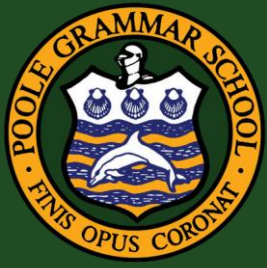


# POOLE GRAMMAR SCHOOL



**OFFICE MANAGER**

**INFORMATION PACK**



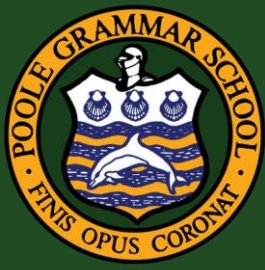
# POOLE GRAMMAR SCHOOL

## Contents

Job description

Person specification

Application procedure



## Job description: Office Manager

Start date:	ASAP
Salary grade/range:	Points 16-19 (£28,282 FTE - £29,777 FTE)
Actual Annual Salary:	£25,971 - £27,344
Hours	37 hours per week, Monday to Friday (Part time option would also be considered)
Working weeks:	42 – term time plus 3 weeks during the school holidays with the majority to be worked towards the end of the summer holidays.
Paid weeks:	47.88 (includes holiday pay)
Responsible to:	Business Manager
Responsible for:	Administrative support staff, including the Attendance Officer and Admissions Registrar

### Main job purpose

- Give strategic vision, leadership and management of the administration function of the school in providing an outstanding service to the school community.
- Liaise with relevant outside agencies in relation to management issues specific to the area of responsibility delegated to the post holder.
- Manage administration of attendance and admissions, ensure that all music lesson timetabling, lockers administration and lost property are undertaken in a timely along with other adhoc, office admin tasks.
- Manage the reception area of the school.

### Main responsibilities and duties

The post holder will take a lead in the administrative function of the school including:

- Manage office systems, staff and procedures to develop and ensure the professional and efficient operation of the school office both during term time and holiday periods.
- Ensure that all student-related day-to-day administration tasks are completed routinely and efficiently. This will include lost property, reception, admissions, attendance, music timetabling and lockers.
- Define and develop the curriculum support for subject departments carried out by the administration team.



# POOLE GRAMMAR SCHOOL

- Monitor, report and action issues relating to student attendance administration
- Manage the school systems that reside in the main office, including the lesson change timings and settings, and franking machines.
- School wide activities – organise events and activities such as annual photographs of students, vaccinations sessions, Prize Presentation evenings and Book Returns for years 11 and 13.
- Undertake annual performance appraisals in line with school procedures for all office personnel with a view of improving performance at all levels.
- Promote the development of all administration staff through appropriate training or signposting opportunities for training.
- Deal with telephone calls, emails and letters from parents/carers and others regarding school/student issues and queries. Either solving the issue/query or forwarding the issue to the most appropriate member of staff as and when necessary.
- Provide support to the First Aid lead as required.

## Health and Safety

- Maintain a First Aid at Work Certificate or a commitment to undertake training
- Coordinate first aid training for teaching and support staff, liaising with the CPD Manager and keeping a database of first aid trained staff and expiry and renewable dates for training.
- To be part of the first aid team and manage the medical room facility.
- Ensure that Medical Care Plans are in place.
- Assist the named personnel for emergency aid in the school to ensure that first aid and administration of medicine policies are implemented.
- Regularly updating/maintaining the fire evacuation duties/lists.
- Ensure defibrillators are maintained and relevant staff members are trained on use

## Other duties

- Undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed.
- Comply with all decisions, policies and standing orders of the school; comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act



and the Data Protection Act /GDPR Regulations.

- Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the school's agreed procedure.

## **Supervision and management of people**

- The post holder will have Line Management supervisory responsibility for other staff, including work allocation, appraisals and checking work for quality and quantity.

## **Knowledge and skills**

- Ability to work on tasks at varying levels of expertise.
- Excellent organisation skills and a "can do" attitude.
- Excellent problem-solving skills.
- Good level of knowledge of computer applications including Word, Excel, PowerPoint and school management systems (ideally SIMS) or the ability to learn such specific systems.
- A high level of accuracy and attention to detail.
- The post holder must be able to work under their own initiative and must have good organisational and interpersonal skills, particularly when dealing with parents.
- Excellent time management skills and flexibility over work scheduling.
- Knowledge of the selective school setting, in particular the admissions, appeals, and exclusion processes would be an advantage

## **Creativity and innovation**

- The post holder is required to audit, improve or design new office and administration operating policies and procedures to comply with regulations, which are formalised in the school office operations manual.
- Creativity is a feature of the job: the post holder will be required to contribute to the communication strategy of the school through, for example, letters, advertisements and promotional material in order for the school to communicate with various stakeholders.
- The ability to prioritise your workload, whilst managing conflicting demands and deadline.
- The post holder will be required to create spreadsheets, documents and presentations for word processing and data entry and analysis purposes.



# POOLE GRAMMAR SCHOOL

## Contacts and relationships

- Contacts will be on a range of subjects and the outcomes may not be straightforward: the post holder will need to liaise with a range of contacts and maintain relationships both internal and external to the school.
- Daily contact with staff, students, parents and visitors to the school.
- Contact with the Parents Staff Association.
- Maintain contact with external agencies by telephone or by filing statistical or financial returns: for example, BCP and the Department for Education.
- Liaising with the appropriate members of staff, as and when necessary, to provide timely information pertaining to student and/or parent/carer issues and queries.
- Positive liaison with all the school community (student, parents, staff, governors) and external organisations.

## Decisions

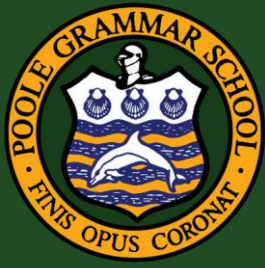
- The post holder will need to make decisions where there is a wide range of choices and where advice is not normally available.
- The post holder may also have responsibility regarding operating procedures and prioritisation and allocation of work.
- Appreciation of the nature of confidentiality when dealing with safeguarding or child protection issues.

## Resources

- The post holder will be responsible for the proper use and safekeeping of ICT equipment and sensitive electronic data.
- The post holder may be responsible for the accurate handling and security of cash and cheques and other financial resources.

## Work environment

- Work is subject to changing deadlines, circumstances and problems.
- Work requires normal physical effort, conducted in a normal office environment.
- Will involve contact with students, governors, parents/carers and visitors.
- Work is subject to interruptions to the programme of tasks.



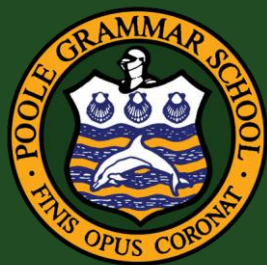
# POOLE GRAMMAR SCHOOL

## General

- Comply with all decisions, policies and standing orders of Poole Grammar School; comply with any relevant statutory requirements, including equal opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the school's agreed safeguarding procedures.

**Prepared by:** KH

**Date:** November 2023



## Person specification: Officer Manager

ATTRIBUTES	CRITERIA	METHOD OF ASSESSMENT	DESIRABLE/ ESSENTIAL
Experience	<ul style="list-style-type: none"> <li>Working in an education setting</li> </ul>	Application form Interview	Desirable
	<ul style="list-style-type: none"> <li>Experience of working to a high administrative level and managing/supervising staff</li> </ul>	References Test	Essential
Qualifications and training	<ul style="list-style-type: none"> <li>5 GCSEs with a minimum grade C or above in English and Mathematics, or equivalent qualifications or relevant experience</li> </ul>	Application form Certificates Interview	Essential
	<ul style="list-style-type: none"> <li>Higher qualifications, e.g. a degree or appropriate experience</li> </ul>		Desirable
	<ul style="list-style-type: none"> <li>First Aid at Work or willingness to undertake</li> </ul>		Essential
Aptitudes and abilities	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills, with high empathy skills and ability to resolve conflict</li> </ul>	Application form Interview References Practical testing	All essential
	<ul style="list-style-type: none"> <li>Excellent management skills</li> </ul>		
	<ul style="list-style-type: none"> <li>Excellent IT skills</li> </ul>		
	<ul style="list-style-type: none"> <li>Excellent minute writing skills</li> </ul>		
	<ul style="list-style-type: none"> <li>Good numeric skills</li> </ul>		
	<ul style="list-style-type: none"> <li>Excellent planning and organisation skills, attention to detail and time management abilities</li> </ul>		
	<ul style="list-style-type: none"> <li>Ability to work effectively under pressure and manage a range of competing projects and tasks to achieve successful outcomes within fixed timescales</li> </ul>		
	<ul style="list-style-type: none"> <li>Ability to find innovative ways of problem solving and find new ways of improving services</li> </ul>		
	<ul style="list-style-type: none"> <li>Diplomatic, persuasive and influencing skills</li> </ul>		
	<ul style="list-style-type: none"> <li>Ability to handle confidential information with discretion</li> </ul>		

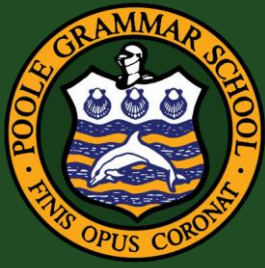
Continued on next page ...





# POOLE GRAMMAR SCHOOL

ATTRIBUTES	CRITERIA	METHOD OF ASSESSMENT	DESIRABLE/ ESSENTIAL
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office suite (including Outlook, Word and Excel)</li> </ul>	Application form Interview	Essential
	<ul style="list-style-type: none"> <li>• Knowledge of SIMS</li> </ul>	References Practical testing	Desirable
	<ul style="list-style-type: none"> <li>• Knowledge of simple cash management procedures</li> </ul>		Desirable
	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> </ul>		Essential
	<ul style="list-style-type: none"> <li>• Knowledge of school's fire and emergency procedures</li> </ul>		Desirable
	<ul style="list-style-type: none"> <li>• Knowledge of Child Safeguarding procedures</li> </ul>		Desirable
<b>Attitude and motivation</b>	<ul style="list-style-type: none"> <li>• Strong commitment to excellent customer care and in delivering high quality services to the whole school community</li> </ul>	Application form Interview References	Essential
	<ul style="list-style-type: none"> <li>• Self-motivated</li> </ul>		Essential
<b>Other factors</b>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise a busy workload</li> </ul>	Application form Interview	Essential
	<ul style="list-style-type: none"> <li>• A flexible and adaptable approach</li> </ul>	References DBS process	Essential
	<ul style="list-style-type: none"> <li>• A sense of humour</li> </ul>		Essential
	<ul style="list-style-type: none"> <li>• Commitment to Equal Opportunities</li> </ul>		Essential
	<ul style="list-style-type: none"> <li>• Enhanced DBS check</li> </ul>		Essential



## Application procedure

Please visit [www.poolegrammar.com](http://www.poolegrammar.com) and complete the online application form. Once submitted, you will receive an acknowledgement email.

CVs will be accepted in addition to the above but will not be accepted on their own.

Online application forms are preferred but a PDF and word version of the application form is available to download from our website. This can be emailed to the HR Department at [pgshrdept@poolegrammar.com](mailto:pgshrdept@poolegrammar.com)

Please note, if you use the PDF application form and are using an Apple Mac, please make sure that this is not completed in preview mode as it will not save correctly.

If you have any questions regarding the application process or have not received your acknowledgment email, please contact the HR Department.

**Closing date for applications: Sunday 10<sup>th</sup> December 2023**

**Interviews: Week Commencing: Monday 11<sup>th</sup> December 2023**

Informal discussions are encouraged. Please contact Mrs H Yeo, HR Manager, to make an appointment [yeoh@poolegrammar.com](mailto:yeoh@poolegrammar.com)

*Poole Grammar School is committed to safeguarding and promoting the welfare of children and young people. All successful applicants will be required to complete an enhanced DBS application. Poole Grammar School also promotes equal opportunities for its workforce.*