

**Flamstead Village School  
School Office Manager  
Person Specification**



**Grade:** Hertfordshire Support Staff Grade H7-H8

**Salary:** £ 31,586 to £36,124 pro rata.

**Hours:** 35 hours per week, term time only

**Times:** 8.30am-4.30pm on Monday to Friday

**Responsible to:** Head teacher

**Contract:** Permanent

**Purpose of the role**

To provide the administrative support and management for the school, working with all stakeholders to facilitate the efficient and effective running of the school administrative and financial matters.

**Key Responsibilities:**

- To actively promote our school ethos and values.
- Plan, develop, organise and monitor systems and procedures to ensure the effective running of the office and administration throughout the school.
- Ensure safeguarding procedures are followed robustly.
- Liaise with pupils, parents/carers, staff and external agencies through being the first point of contact within the school.
- Provide administrative, and organisational services to the school.
- Ensure that the school's information system (Arbor) is kept up to date, including daily attendance and information checks, and adding details of new pupils to the school.
- Manage the school's statutory returns, including termly census.
- Undertake word-processing and IT based tasks including operation of relevant equipment and advanced ICT packages.
- Prepare for meetings by preparing any necessary paperwork and facilities.
- Contribute to the planning and development of administrative procedures and systems.
- Undertake staff personnel administration, including DBS checks.
- Monitor and manage the school's stationary stock within an agreed budget.
- Assist with producing marketing and promotion material for the school.
- Place or process orders and invoices, including checking supplier statements.
- Check incoming stock deliveries and arrange for distribution and storage.
- Maintain records of free school meals and undertake related financial administration, such as catering returns.
- Manage service-level agreements (SLAs), contracts and insurances the school has and maintain a service contract register.
- Process and manage the schools banking, ensuring invoices are correctly processed and are paid on time.
- Reconcile the school fund account.
- Support with the 'on-boarding' of all new staff and work under the direction of the senior leadership team in relation to all recruitment and human resource matters, ensuring compliance.
- Administer medication in accordance with an agreed plan, maintain medical records and attend appropriate training.
- Support with the 'Health and Safety' management of the school site.

Any other task as deemed appropriate by the Head teacher

## Person Specification

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> <li>• Able to communicate in a high standard of written and spoken English</li> <li>• Sound working knowledge of Microsoft Excel and standard office software</li> <li>• Excellent telephone skills</li> <li>• Proficient keyboard skills</li> <li>• Knowledge of a School Information Management system, preferably Arbor</li> </ul>	<ul style="list-style-type: none"> <li>• GCSE grade C / level 4 or above in Maths and English</li> <li>• Training in administration or Office or Business Management</li> <li>• A good understanding of school funding and finances</li> <li>• First Aid trained (or willingness to be trained)</li> <li>• Knowledge of Health and Safety procedures in schools</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of clerical and admin work: (2 years+ experience)</li> <li>• Experience of working with children or young people</li> <li>• Experience managing a wide-ranging role with the ability to prioritise tasks to ensure the most important are completed within given deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a school office</li> <li>• Experience of dealing with difficult visitors/parents and helping to resolving issues that they may have</li> <li>• Previous experience in the promotion and marketing of schools</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to:</li> <li>• Be a highly effective communicator with staff, pupils, parents, carers, Governors, external contractors in a professional and welcoming manner</li> <li>• Respond quickly and appropriately to a range of daily issues</li> <li>• Make decisions on issues where there is no clear process</li> <li>• Keep calm under pressure</li> <li>• Show excellent interpersonal skills</li> <li>• Organise and manage your own time successfully</li> <li>• Show sensitivity and objectivity in dealing with confidential issues</li> </ul>	
Attributes	<ul style="list-style-type: none"> <li>• Friendly, welcoming and approachable</li> <li>• Versatile and willing to get involved in school life</li> <li>• Committed to own professional development</li> <li>• Commitment to equality of opportunity for all regardless of gender, disability, religion, and ethnic origin</li> <li>• Commitment to Safeguarding</li> <li>• Self-motivated</li> </ul>	

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the DBS as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Disclosure and barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.