Maple Cross JMI
& Nursery School

Office Manager

Administration 4
Grade: H7

Main purpose

To manage the administrative and/ or finance function within a school.

Key responsibilities

1. Plan, develop, organise and monitor support systems, and procedures.
2. Manage the school's financial processes and budgets.
3. Allocate work to administration staff.
4. Manage/ supervise administrative staff.
5. Monitor service contracts, school licences and insurance.
6. Develop and maintain recording and information systems, including personnel staff.
7. Undertake analysis and interpretation of data and produce detailed reports and complex information.
8. Operates bespoke school information management systems.
9. Responsible for completion and submission of forms, returns etc., including those to outside agencies.
10. Produce, and respond to, correspondence.

Individuals in this role may also undertake some or all of the following:

1. Contribute to the development of administration policies.
2. Provide support, advice and guidance on administrative issues to senior staff, governing body and others.
3. Liaise with other staff, pupils, parents/ carers and external agencies.
4. Contribute to marketing and promotion of the school.
5. Manage lettings and the use of premises for the use of outside organisations and local community.
6. Coordinate, purchase, repair and maintenance of furniture and fittings.
7. Responsible for effective operation of payroll system.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Job Context

- The school has a team of administrative staff who provide the full range of reception and administrative functions.
- Manages administrative support services who deal with administrative queries that come into the school. Will usually work within clear guidelines and established processes but deals with unexpected problems. Makes decisions on issues where there is no clear process and job holder responds independently.
- Follows daily and weekly routines with some monthly and annual tasks such as returns.

- Communicates with staff, pupils and external agencies, such as suppliers, dealing with a range of issues.

Knowledge, Skills & Abilities

- Knowledge for developing and management of relevant administrative/ financial procedures, including use of relevant ICT packages and systems, and knowledge of administration policies and procedures, acquired through experience over a period of time and across a range of activities equivalent to national qualifications level 4.
- Carries out a variety of tasks within set frameworks; requires creative skills for e.g., developing administrative procedures. Analytical skills for interpreting data and complex information.
- Communicates with staff, pupils, parents/ carers, governors, suppliers and a range of other external contacts, responds to a range of difficult issues.
- Skills for contract negotiation, managements and motivation of other administrative staff.
- Most tasks require keyboard skills used with precision and speed.

Supervision

- Manages administrative support services.
- Regular day-to-day allocation of work to others, requiring supervisory responsibility.
- (In the absence of a Business Manager) Line management responsibility for administrative staff.

Problems, Demands & Decisions

- Makes decisions on issues where there is no clear process and job holder responds independently.
- Dealing with difficult visitors/ parents, resolving issues.
- Concentration for complex administrative and financial tasks. Has work related pressures through deadlines and interruptions.
- Exposure to emotionally demanding situations is infrequent.
- Has contact with pupils, parents and carers and outside agencies entering the office and may assist with the welfare and care of sick pupils.

Dimensions

- Line management responsibility for administrative staff (in the absence of a Business Manager).
- May manage and monitor school financial processes and budgets (typically in the absence of a Business Manager or Finance Manager post).
- Advisory responsibilities in relations to administrative services including planning, developing and maintaining the support systems and procedures.
- Develops and maintains recording and information systems.

Physical Effort

- Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads.

Working Environment

- Work is normally carried out in an office environment.