



**North East  
Learning Trust**

**Office Manager**  
**Diamond Hall Junior Academy**  
Applicant information pack

**Office Manager**  
**Required October 2021**  
**Salary Grade 5 SCP 18 – 22**  
**£22,608 - £24,471 (Actual)**  
**£24,982 - £27,041 (FTE)**  
**37 Hours per week**  
**Term Time Only + 10 Days**

Diamond Hall Junior Academy are part of North East Learning Trust and are seeking to appoint an Office Manager.

Our vision is simple and is shared by all schools across the North East Learning Trust family. It is that every child experience excellence every day.

To support our vision, we are looking for an enthusiastic and motivated individual with experience of working in a school office environment and who has excellent communication and organisational skills. As office manager you will be responsible for the day-to-day management of the school office to deliver a flexible and responsive administration and reception service to support all staff, pupils and the wider school community. You will also manage the catering facilities of the school with the support of the school's Chef.

**The successful candidate will:**

- Hold a NVQ 3 in Business Administration or equivalent qualification in a relevant discipline.
- Have demonstrable experience of working in a school office environment, with experience of managing/supervising staff.
- Be competent in the use of ICT packages.
- Have highly developed communication, organisational and interpersonal skills.
- Have enthusiasm and the ability to use own initiative.

**We can offer:**

- A positive, caring ethos and culture.
- A team of hardworking, dedicated and friendly colleagues.
- National Terms and Conditions of Employment (NJC Green Book).
- Local Government Pension Scheme.
- Employee Assistance Programme providing free confidential advice and counselling service 24/7 365 days per year.

**Closing Date:**

Friday 10<sup>th</sup> September 2021

Shortlisting will take place week commencing 13<sup>th</sup> September 2021 and interviews will take place week commencing 20<sup>th</sup> September 2021.

## How to apply:

Application packs can be downloaded from the website.

Letters of application should be no more than one side of A4 and should be returned with application forms to [linda.shaw@nelt.co.uk](mailto:linda.shaw@nelt.co.uk) HR Manager.



# Job description

|                         |                                                                  |
|-------------------------|------------------------------------------------------------------|
| <b>Post:</b>            | Office Manager                                                   |
| <b>Responsible to:</b>  | Headteacher/Primary Support Services Manager                     |
| <b>Responsible for:</b> | An effective service and delivery of the administration function |
| <b>Salary Band:</b>     | Grade 5 SCP18 – SCP22                                            |

## Job Purpose:

Responsible for the day-to-day management and delivery of the school office, the administration and catering staff and to ensure the provision of a flexible and responsive administration and reception service to support all staff, pupils and the wider school community.

## Duties and Responsibilities:

### Administration

- To manage the provision of the administrative support to all school staff, stakeholders and the wider school community.
- To manage the delivery of a customer focussed responsive administration and reception service, managing the day-to-day work of the administration function.
- To set-up and maintain efficient office systems within the school's admin office, including manual and computerised information retrieval systems, ensuring staff are regularly trained in these technologies.
- To provide advice and guidance to pupils, teachers and external bodies as and when required.
- To support the SLT in managing the supply of teacher cover arrangements.
- To support the SLT team with the production of letters, reports, other relevant documents and taking of minutes as and when required and meetings.
- To ensure all school documentation and policies are up to date.
- To ensure the completion of whole school administrative priorities at key points in the school calendar.
- To manage the quality assurance, accessibility, compliance and reliability of the school website.

### Staffing

- To manage the administration team and school Chef.
- To carry out performance management, 1:1 meetings and annual appraisals with relevant support staff.
- To manage whole time staff holidays.
- To maintain training matrix to ensure staff are up to date with all statutory training relevant to their job role.
- To maintain personnel files ensuring all correspondences is filed in a timely manner.
- To liaise with the Primary Support Services Manager and the Trust HR team to ensure all recruitment, training and staffing matters are dealt with effectively, in line with safer recruitment protocols.
- To support the Primary Support Services Manager with administration of recruitment and new employee documentation.
- To liaise with HR and the Primary Support Services Manager in relation to staff induction, training and contractual changes.

- To complete monthly returns such as payroll spreadsheet and HR report and to effectively manage the reporting of staff absences, liaising with HR in relation to long term absences.
- To monitor and record sickness absence and leave of absence requests, monitor fit notes, prepare the return-to-work form and escalate any absence concerns to the Primary Support Services Manager.
- To prepare return to work interviews for the Headteacher and Deputy Headteacher, supplying absence history and identifying absence trigger levels.
- To maintain the Single Central Register and ensuring DBS for all staff are up to date.

### **Reporting**

- To manage pupil data by ensuring that all required pupil data is up to date and accurate i.e. SIMS, FSM figures, ethnicity codes, SEN status, pupil results and issue UPNs.
- To ensure all statutory returns are coordinated in accordance with statutory guidelines and deadlines are met, including termly Census reports.
- To take responsibility for first aid training procedures, ensure accurate records are maintained and reports provided to the Pastoral Care Manager and Headteacher.

### **Finance**

- To liaise with the Trust Finance team and Primary Support Services Manager to ensure effective financial systems and SLA's are in place and maintained.
- To manage in school finances in relation to trips, book club, music tuition and lettings and ensure all money is banked in a timely manner.

### **Facilities and Catering**

- To work with the Facilities Manager to ensure efficient operation of the school and to manage school lettings.
- To work with the facilities manager team and health and safety to ensure safe practices are adhered to within school.
- To work with the Health and Safety team to prepare and implement Risk Assessments as appropriate.
- To manage the school catering provision, working with the Chef to ensure efficient operation of the school kitchen.
- To co-ordinate and liaise with the school Chef to evaluate school meal menus meet the National Food Standards
- To manage school meal payments, ensure administration staff are recovering school meal debts and these are escalated appropriately.
- To support the Chef in the management and development of the catering team, ensuring training is delivered in a timely manner to support compliance.

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.**

### **Health and Safety:**

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the Trust's business

### **Safeguarding**

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

# Person Specification

## Office Manager

|                     | Essential                                                                                                                                                                                                                                                                                          | Desirable                                                                                                                                                                                                  |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Education/training  | <ul style="list-style-type: none"> <li>NVQ 3 in Business Administration or equivalent qualification in a relevant discipline.</li> <li>Excellent literacy/numeracy</li> <li>Competent in the use of ICT packages including word-processing and excel</li> </ul>                                    | <ul style="list-style-type: none"> <li>Certificate of School Business Management</li> </ul>                                                                                                                |
| Experience          | <ul style="list-style-type: none"> <li>Proven experience of working in a school office environment</li> <li>Experience of managing, organising, developing and motivating other staff</li> <li>Developing, managing and operating administrative /financial and organisational systems.</li> </ul> | <ul style="list-style-type: none"> <li>Analysing and evaluating data</li> <li>Some understanding of school catering, including HACCP / SFBB</li> <li>Experience of safer recruitment procedures</li> </ul> |
| Aptitude and skills | <ul style="list-style-type: none"> <li>Ability to use relevant office equipment effectively.</li> <li>Knowledge of school information and financial systems e.g. SIMS</li> <li>Excellent communication skills, (verbal and written).</li> <li>Able to plan, organise and prioritise</li> </ul>     |                                                                                                                                                                                                            |
| Personal qualities  | <ul style="list-style-type: none"> <li>Willingness to learn</li> <li>Ability to initiate developments</li> <li>Ability to work under pressure</li> <li>Embraces change well</li> <li>Deals with difficult situations effectively</li> </ul>                                                        |                                                                                                                                                                                                            |

### References:

Any relevant issues arising from references will be taken up at interview.

### DBS and pre-occupational health:

The North East Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this

commitment. Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

An enhanced DBS check and pre-occupational health check are an essential part of the selection and recruitment process.

### **Equal opportunities:**

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.