



**North East  
Learning Trust**

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

# Office Manager

**Required now**

**37 hours per week**

**Term time only + 10 additional days**

**Salary Grade 5, SCP18 - SCP22**

**£25,417 - £27,514 (FTE), £23,003 - £24,899 (Actual)**

Diamond Hall Junior Academy are part of the North East Learning Trust and is seeking to appoint an Office Manager to join our dedicated team. You will be responsible for the running of the school administration office and two direct reports. To be successful in this role you will need to demonstrate that you have experience working in a busy office environment and the ability to lead and support a small team.

Diamond Hall Junior Academy is a positive and happy school where the development of the whole child is paramount. As a team, we ensure children are given every opportunity to thrive in an environment of high aspirations, care and mutual respect. Their work is valued and celebrated and all children, regardless of their abilities are of equal worth.

We aim to achieve the highest possible standards in all areas for every child. Our vision, along with all schools in the Trust, is that every child experiences excellence every day.

## **We are committed to:**

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued
- A supportive and effective governing body

## **We can offer:**

- 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

## **The successful candidate will:**

- Hold a NVQ 3 in Business Administration (or equivalent).
- Have experience of best practice administration procedures and systems.
- Have experience of managing an office and leading a team
- Have excellent IT skills.
- Be proactive and self-motivated.
- Have a flexible approach to work.

**Deadline: Monday 28<sup>th</sup> March 2022**

**Interviews taking place week commencing Monday 4<sup>th</sup> April 2022**

### **How to apply:**

Application packs can be downloaded from the website.

Letters of application should be no more than two sides of A4 demonstrating how you meet our key requirements for the post. Letters of application should be returned with application forms to [Beverley.Ramage@nelt.co.uk](mailto:Beverley.Ramage@nelt.co.uk) or by post to Beverley Ramage, Diamond Hall Junior Academy, Well Street, Sunderland, SR4 6JF. Previous applicants are welcome to reapply.



# Job description

**Post title:** Office Manager  
**Responsible to:** Headteacher/Primary Support Services Manager  
**Responsible for:** An effective service and delivery of the administration function  
**Salary Band:** Grade 5, SCP18-SCP22

## JOB PURPOSE:

Responsible for the day-to-day management of the school office and administration 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.

To manage the administration team and support the Head Teacher in the day-to-day management of other non-teaching staff.

## Duties and responsibilities:

### Administration

- To manage the reception service and the provision of the administrative support to all school staff, stakeholders, and the wider school community.
- To provide support and advice guidance to all school staff and external bodies as and when required.
- To set-up and maintain efficient office systems within the school office, including manual and computerised information retrieval systems, ensuring staff are regularly trained in these technologies.
- To support the SLT in managing the supply of teacher cover arrangements and liaise with external agencies as and when required.
- 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 be responsible for whole school diary management including organising school visits and events etc.
- To contribute to the completion of whole school administrative priorities at key points in the school calendar.
- To ensure all school documentation and policies are up to date.
- To co-ordinate admission arrangements of pupils, maintain waiting lists and allocate spaces accordingly to the school's admission policy.
- To operate relevant equipment, IT packages and Trust wide systems e.g., SIMS
- To assist with marketing and promotion of the school as and when required.
- To manage the quality assurance, accessibility, compliance, and reliability of the school website.
- To ensure all visitors receive a warm welcome and in accordance with safeguarding procedures and provide hospitality as required.

## Staffing

- To manage the administration team and support the Head Teacher in the day to day management of other non-teaching staff.
- To support the Primary Support Services Manager with the administration of all recruitment, training, induction, and staffing matters
- To support the Primary Support Services Manager with the completion of monthly returns, such as payroll spreadsheet, HR report, long term sickness report.
- To monitor and record sickness absence and leave of absences requests, monitor fit notes, prepare the return-to-work form and report absence trigger levels to the Primary Support Services Manager.
- 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 maintain the Single Central Register and ensuring DBS for all staff are up to date.
- To carry out performance management, 1:1 meetings and annual appraisals with relevant support staff.

## Reporting

- To manage and maintain pupil data 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 DfE Census reports

## Finance

- To work with the Trust Finance team and Primary Support Services Manager to ensure effective financial systems and SLAs 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.
- To manage school meal payments, ensure administration staff are recovering school meal debts and these are escalated appropriately.

## Facilities and Catering

- To support the Facilities Manager to ensure efficient operation of the school and to manage school lettings and safe practices are adhered to in relation to Health & Safety.
- To co-ordinate and liaise with the school Chef to support with school catering provision, 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

|                     | Essential   | Desirable   |
|---------------------|---|---|
| Education/Knowledge | <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 busy office environment</li> <li>Experience of managing, organising, developing and motivating other staff</li> <li>Developing, managing and operating administrative and organisational systems.</li> </ul> | <ul style="list-style-type: none"> <li>Proven experience of working in a school office environment</li> <li>Analysing and evaluating data</li> <li>Understanding of Health &amp; Safety policies and procedures</li> <li>Some understanding of school catering</li> </ul> |
| Aptitude and skills | <ul style="list-style-type: none"> <li>Ability to use relevant office equipment effectively.</li> <li>Excellent communication skills, (verbal and written).</li> <li>Able to plan, organise and prioritise</li> </ul>   | <ul style="list-style-type: none"> <li>Knowledge of school information systems and procedures</li> </ul>  |
| Personal qualities  | <ul style="list-style-type: none"> <li>Willingness to learn</li> <li>Ability to initiate improvements in working practices</li> <li>Ability to work to tight and multiple deadlines</li> <li>Embrace change well</li> <li>Deal with difficult situations effectively</li> </ul>       |   |

### **References:**

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

### **DBS:**

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.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

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

### **Pre-occupational health:**

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

### **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.