**Job Description: Office Manager**

**Reporting to:** Operations Director

**Location:** Ark Putney Academy

**Contract:** Permanent

**Working Pattern:** Term time + 1 week (40 weeks per year)

**Salary:** Ark Support Inner London scale 9 point 25: £39.199 to be *prorated for 40 weeks per year.*

**The Role**

As Office Manager, you will play an important role in ensuring the administrative functions of Ark Putney Academy run efficiently and effectively. You will supervise front office administrative staff, systems and processes.

**Key Responsibilities**

**Administration**

* Ensure that a full range of excellent, consistent administrative support is delivered across the school.
* Set up and manage the detention system, including daily and weekly reports for SLT.
* Provide administrative support for behaviour management, including pastoral support plans, governor panel meetings and suspensions.
* Line manage a team of administrative staff to ensure an effective and efficient administrative service.
* Support attendance processes by following up on absences and preparing daily attendance reports for the Attendance Manager.
* Organise and administer parental meetings, including scheduling, note-taking, and distribution of meeting notes.
* Coordinate administration for school trips: compile participant lists, manage communications, monitor payments and permissions, send reminders, and collate medical/emergency information.
* Oversee Year 6 to 7 transition administration: liaise with the local authority and parents, manage acceptances, set up electronic enrolment forms, schedule interviews, and liaise with primary schools for data.
* Oversee the creation of independence cards and timetables for all students.
* Manage the student and staff locker system.
* Administer iPay and MCAS systems: issue login details and provide ongoing support to parents and staff.
* Oversee the emergency medication system for students.
* Manage the free school meals process: communicate eligibility checks to parents and process eligible students.
* Oversee the effective communication between the school and parents.
* Take a lead role in the planning, developing and monitoring of support systems, procedures and policies
* Ensure internal and external perceptions of the school are managed and protected within favourable boundaries, maintaining confidentiality when appropriate
* Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
* Take ownership for various projects to meet the needs of the school to achieve project goals and assist the effectiveness of the department
* Ensure that the administrative team are aware of all forthcoming deadlines and adhere to them
* Plan and execute weekly team meetings and oversee the allocation of tasks

**Student data**

* Maintain relevant databases, including personal records and assessment details on students, using Bromcom, the student information management system
* Maintain accurate student records throughout the year using Bromcom MIS.
* Generate and customise reports as needed and oversee the distribution of student timetables
* Ensure all student files are kept up to date and accurate

**Resources**

* Be responsible for the selection, procurement and management of stationary

**Other**

* First aider
* Fire Marshall
* Contribute to the overall ethos, work and aims of the school
* Develop constructive relationships and communicate with other agencies or professionals, sharing expertise where required
* Carry out other reasonable tasks as directed by the PA to the Principal and Principal

**Person Specification: Office Manager**

**Qualification Criteria**

* Right to work in UK
* Maths and English GCSE at grade C or above
* Relevant qualifications in office administration and IT applications, desirable
* Willingness to undertake training
* This post is subject to an enhanced DBS check

**Knowledge, Experience and Skills**

* Experience of a senior administrative role or similar in a school environment
* Experience leading and managing a team
* Experience of working with Bromcom (or similar MIS) and other IT information systems
* Excellent numerical and financial skills
* Excellent communication skills
* Excellent organisation and time-management skills
* High level of proficiency with Microsoft Office, Word and Excel in particular
* Able to manage several projects at once, prioritising accordingly to meet deadlines
* Able to take ownership of tasks and work with minimal supervision

**Personal Characteristics**

* Genuine passion and belief in the potential of every pupil
* Deep commitment to Ark’s mission of providing an excellent education to every student, regardless of background
* Excellent team leader, able to manage, motivate and develop an effective team
* Works productively in a high-pressure environment with a positive attitude
* Adaptable and a fast learner
* Focuses on customer needs and satisfaction
* Works in a systematic, methodical and orderly way, managing time effectively
* Have exacting standards and a keen eye for detail
* Able to take direction, but also be able to take initiative when required
* Exercises sound judgment, especially relating to confidentiality and discretion

**Other**

* Commitment to equality of opportunity and the safeguarding and welfare of all pupils
* Willingness to undertake training
* This post is subject to an enhanced DBS check

*Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. To meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.*

*Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark’s safer recruitment process, please click this [link](https://arkschools.sharepoint.com/%3Ab%3A/g/ArkNetCentral/hr/EcXQDSjo9UpCpgk8lDWMN0sBVG6GBUTVWVXp9c5KkW-tog?e=bfdlES).*

*We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark’s diversity and inclusion commitments, please click on this [link](https://arkonline.org/our-approach/diversity-and-inclusion).*