Ark Evelyn Grace Academy

Job Description: Office Manager

Reports to:	Vice Principal – Business & Community
Start date:	ASAP
Location:	Ark Evelyn Grace Academy, Shakespeare Road, SE24 0QN
Contract:	Permanent
Hours	07.30am to 16.30pm/08.00am to 5.00pm
Salary	Ark Support Pay Scale Grade 8 (£38,065 - £44,231)

The Role

This is an exciting opportunity for an Office Manager to join Ark Evelyn Grace Academy. We are seeking a dynamic, professional and solution-focused individual to become part of our friendly, dedicated and hardworking Business Support Team.

In this pivotal position, you will lead the Academy's administrative operations, ensuring the office runs smoothly each day. Your responsibilities will include coordinating office activities, managing communications, maintaining accurate records and supporting staff, students and parents. You and your team will strive for operational excellence, delivering high-quality administrative services that support the effective running of the Academy.

A key part of your role will be to lead, grow and develop your team, fostering a positive 'can-do' culture. You will empower colleagues to take ownership, respond proactively to challenges and continually improve the service they provide, ensuring the administrative function effectively supports teaching and learning.

You will support the Vice Principal – Business and Community, working collaboratively across teams, including high standards of medical and first-aid provision to safeguard the health and wellbeing of students and staff.

Your exceptional organisational skills, attention to detail and ability to multitask will be crucial in creating a productive working environment. You will take pride in maintaining a tidy, clear and well-organised office that is professional, welcoming and efficient, setting and upholding high standards across your team.

No two days will be the same. You will embrace the variety and challenges that come with supporting a thriving school community, bringing energy, flexibility, initiative and a proactive approach to problem-solving.

<u>Responsibilities</u>

Administration and Reception

- Ensure an exceptionally high standard of administrative support is available and provided.
- Write emails, texts, letters, minutes, papers, and any other correspondence with absolute accuracy.
- Oversee the main school mailbox and ensure all enquiries receive a response within 48 hours.
- Manage and oversee the reprographics service to ensure copying is provided in a timely manner.
- Oversee the collation and processing of internal exclusions across the academy.
- Arrange annual individual student and whole school photos, and ensure images are uploaded to Bromcom.
- Support with the student digital strategy to enable all new students to have access to a device.
- Manage room bookings and hospitality requests.
- Provide a welcoming, professional, and clean environment for all visitors.
- Ensure the reception is fully staffed, and the visitor safeguarding process is always followed.

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Admissions, Leavers and School Meals

- Manage the FSM application process
- Promote a cashless system at EGA and lead on IPay Cashless Meals System
- Manage the cashless tills rota system and ensure this is fully staffed
- Support with secondary transfers, liaising with Lambeth Admissions, primary schools, and any other relevant sources regarding admissions along with any in-year appeals.
- Work closely with Senior Leaders to support with the organisation of open morning/evening sessions and taster days.
- Ensure all parents are signed up to MCAS (My Child At School).

Marketing

- Manage and update the Academy website and key communications, ensuring content is accurate, current, professional and positively promotes the Academy.
- Manage social media activity along with other team members to further increase our online presence (e.g., Twitter, Facebook).
- Lead on the organisation of our annual Summer Fair to engage with the wider community.

Medical/First Aid

- Lead First Aid and medical processes and ensure the academy is compliant.
- Oversee immunisations and coordinate with the school nursing team.
- Ensure all medical interventions and accidents are accurately recorded.
- Liaise with Safeguarding and the School Nurse to keep care plans and asthma cards up to date.
- Ensure emergency medications (e.g., inhalers and EpiPens) are readily available.
- Arrange first aid refresher training for staff as needed.

Line Management and Staff Development

- Conduct probation reviews, performance appraisals, one-on-one line management meetings with direct reports.
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- Coach, train and develop staff, identifying development needs and providing opportunities to build skills, confidence and ownership within their roles.
- Create a positive, solution-focused ‘can-do’ culture, setting clear expectations and supporting staff to continually improve and deliver a high-quality service.

Strategic Management

- Deputise for the Vice Principal – Business and Community in operational leadership as required.

Other Responsibilities

- Act as the school’s Health & Safety Coordinator and Fire Officer.
- Undertake cashless till duty.
- Undertake training and development relevant to the role and aligned with the Academy’s priorities.
- Be aware that responsibilities may change based on the needs of the role and the Academy.
- Work flexibly, including outside of 08:00 to 17:00 hours, to support team and school events.
- Be adaptable in your approach and undertake other duties commensurate with the role, as needed, to achieve the objectives of the Academy.

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Person Specification: Office Manager

Qualification criteria

- Qualified to work in the UK
- English and Maths qualifications that demonstrate a high level of literacy and numeracy
- Relevant qualification in office administration and/or ICT applications (desirable)
- CSBM/DSBM qualification or a willingness to achieve this

Experience and Knowledge

- Experience of having worked successfully in a school
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision
- Able to work individually or as part of a team

Skills, Behaviours and Qualities

- Genuine passion for and a belief in the potential of every pupil
- Ensure professionalism is endorsed at all times
- Excellent interpersonal skills with children and adults.
- Helpful, honest, approachable, positive and the ability to stay calm and diplomatic under pressure
- Solution focused with a can-do attitude, a growth mind-set and have the ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to change, improve and develop further skills
- The ability to take ownership of and responsibility for tasks and to work with minimum supervision
- Strong interpersonal, written and oral communication skills and eye for detail
- Hard working, adaptability, flexibility conscientious and accurate
- Desire to go the extra mile to achieve an exceptional result
- A commitment to the safeguarding and welfare of all students
- An understanding of the importance of confidentiality and discretion
- The ability to work well under pressure and to meet deadlines
- High levels of honesty and integrity

Other

- This post is subject to an enhanced Disclosure and Barring Service
- The post holder must be committed to safeguarding the welfare of children and to providing equality of opportunity.

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order 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.