



| JOB DESCRIPTION | |
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| Post Title: <p style="text-align: center;">Office Supervisor</p> | Grade: <p style="text-align: center;">Scale 6, Pt.18-20 (£30,063 – £31,155) 35 HPW Term Time +4 (43 weeks per year)</p> |
| Department <p style="text-align: center;">Support Staff</p> | Responsible to: <p style="text-align: center;">Admin Manager & Business Support</p> |
| Role Summary: <p>To provide an efficient and flexible high-quality service to support the smooth running of the school office, using a variety of administrative, clerical, and secretarial skills including:</p> <ol style="list-style-type: none">1. Ensuring that there is a warm, welcoming, and professional feel to our 'front of house' for visitors, staff, students, and events.2. Lead on school cover in liaison with DHT for cover<ol style="list-style-type: none">a. Ensuring absence records are maintained and up to date including planned and unplanned absencesb. Ensuring appropriate cover is arranged via internal cover supervisors and/or external agency staff for lessons and other support areas.c. To provide an analysis of the absence data to the relevant DHTd. To oversee the booking of rooms and re-rooming as necessary3. Supporting with the smooth running of the office.<ol style="list-style-type: none">a. Ensuring that all records are kept and maintained accurately and comply with requirements of GDPR and Data Protection including Free School Meals, Students records and archives.b. Supporting with the receipt and processing of payments from students for events, trips, stationery, and fees etc.c. Supporting with the implementing of administrative policies and proceduresd. Managing and maintaining the stock of stationary, merchandising and other supplies, keeping inventory and ordering stock using the schools purchase ordering system.e. Supporting with the administration of events such as Parents' Evening, Year 6 Interviews, Pathways, Open Morning/Evening etcf. Providing hospitality for meetings and events, some that may occur both before, during and after school day.g. Supporting with the management, maintenance and development of filing systems and databases.h. Dealing with internal and external queries in an efficient and effective manner.i. Responsible for a variety of administrative processes and procedures, developing them, as necessary.4. To supervise, lead and manage the Office Admin team in the absence of the Admin Manager5. To provide support to the wider admin team and wider school in the absence of the Admin Manager.6. To support with line management of members of the admin where necessary7. To participate in training to meet the requirements of a developing role.8. Operating flexibly to meet rapidly changing priorities. | |

General Duties & Responsibilities

- To use various IT packages and software including databases and word processing equipment to create and maintain computer systems relating to pupil data and staff absences, and any other related information.
- To input and manipulate a variety of data using Microsoft Excel as directed.



- To type correspondence, policies and other documents as directed.
- To undertake general office duties including filing, photocopying, and collating documents, opening and date-stamping post, ensuring timely distribution of internal and external mail, franking outgoing post and topping up the franking machine, as required.
- To ensure that front line enquiries from staff, parents, pupils, and visitors, whether in person, by telephone, fax or email are dealt with, including resolving or passing on complaints to the appropriate member of staff.
- To ensure that messages are passed on and suitable records maintained of such enquiries, events, messages, and appointments.
- To ensure that all enquiries are dealt with in strict confidence and that information is not disclosed to those persons who should not properly be made aware of such information.
- To ensure visitors to the school are welcomed in a professional, polite, and friendly manner and adhere to the school's security/Safeguarding policy (e.g., visitors' badges, signing in/out etc.).
- To work collaboratively with wider school staff on student records, school transfers and new admissions.
- To support the wider school with the organization, planning and delivery of school events including Open Morning//Evening, Parent's Evening, Year 6 Interviews, Pathways etc.
- To prepare orders for stationery and relevant stock or materials through the school's published procedures, ensuring 'value for money'. Checking orders in arrivals and confirming receipt via the school purchasing system.
- To set-up online payments for trips, events, fees, and subscriptions etc. via the school Online Payment provider.
- Book TFL tickets for school trips via the TFL School Party portal
- To provide refreshments, organise room setups, and coordinate meetings/events with both internal and external organisations and colleagues as required.
- To return meeting areas to original state following meetings and contribute to upkeep of these spaces and rooms.
- To be a flexible member of the Administration Team, covering colleagues' duties as required.
- To comply with the School's Equal Opportunities, Child Protection, Confidentiality, Security, and other policies, assisting with their development and promotion within the school, reporting all concerns to an appropriate person.
- Ensuring that all duties and responsibilities are discharged in accordance with the School's Health & Safety at Work Policy

Cover Responsibilities

- To ensure that staff are trained to complete the cover process
- To ensure that the cover system runs efficiently and smoothly for both planned and unplanned absences.
- To ensure cover is arranged for lessons, registrations, site supervision including sixth form and duties including reset room, before school, lunch and afterschool.
- To work alongside the SLT lead in compiling and implementing the step-in timetable.
- To analyse absences and, in liaising with the SLT Lead, ensure that external supply is procured appropriately.
- Regularly provide SLT with an analysis of expenditure on external supply.
- Ensure that the General Office and Reception Teams provide all temporary staff with the required essential information.
- Ensure that staff absences are recorded on the school's administration system in accordance with the absence guidance policies.
- Ensure cover staff timesheets are completed accordingly.



- Approve cover teacher invoices, ensuring they correlate with relevant timesheets.
- Generate purchase orders on PS financials for cover teacher invoices
- Liaise with agencies and negotiate rates for cover staff
- Book cover staff as necessary and provide feedback to agencies
- Generate the daily cover list and distribute to SLT, Years Teams and Admin Teams accordingly.
- To brief cover staff on arrival and provide cover packs for external cover staff, including photo registers of class lists, visitor & safeguarding information, fire evacuation procedures & school expectations.
- To provide feedback to teachers and SLT regarding cover supervisors and external cover.
- To oversee the booking of rooms, as requested by staff and action any re-rooming for events, ensuring staff are aware in advance.

Supervisory & Staff Management Responsibilities

- To be the first point of contact in the absence of the Admin Manager
 - Lead and organise the Office Admin team to ensure smooth running of the administration and reception functions
 - Line manages the Office Admin team including providing training and performance management
 - Delegating work, overseeing workloads and task management, ensuring prioritisation of tasks
 - Supporting with any issues that may arise with wider admin team and wider school
 - Supporting admin absences and providing cover
- Providing guidance and support to the wider admin team and SLT
- Supporting with the training and development of the Office Admin Team
- Providing observations and feedback relating to the performance management of the Office Admin team.
- Line manages members of the office admin team where necessary

This Job Description is not prescriptive in that the needs of the school may change, and this could necessitate revision in the future and amendment at any time, after consultation.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the Council's Equal Opportunities policies and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

Undertake any other reasonable duties commensurate with the grade as determined by the manager.

CHILD PROTECTION

To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority.

Signed

Postholder

Date



Signed

Head teacher

Date



| Person Specification for the Post of Office Administrator | | Ess | Des | Evi |
|--|---|---------------------------------|------------|----------|
| Knowledge | <ol style="list-style-type: none"> 1. Good working knowledge of SIMS or similar management information system. 2. Working knowledge of data protection legislation. | Y Y | | |
| Qualifications & Experience | <ol style="list-style-type: none"> 1. GCSE A* - C, English and Maths 2. NVQ III or above 3. Experience of working in a secondary school environment. 4. Excellent IT skills including Word, EXCEL, email and the internet. 5. Highly developed organisational skills. 6. Excellent interpersonal and communication skills (both oral and written). 7. Experience in the use of electronic data transmission. 8. A qualified First Aider or to undertake the necessary training for this role. | Y Y Y Y Y Y | Y Y | y |
| Leadership and Management Framework | <p><u>Achieving Results</u></p> <ol style="list-style-type: none"> 1. Ability to maintain effective and accurate records. 2. Ability to work independently and take initiative when appropriate. 3. Flexibility and ability to work as part of, and contribute to, the school's Administrative Team 4. Sound time management skills, including ability to determine priorities and deal with conflicting deadlines. 5. Ability to pay close attention to detail. 6. Ability to work under pressure in the school environment 7. An understanding of the necessity for maintaining strict confidentiality, where appropriate 8. Resourcefulness, enthusiasm, patience and a sense of humour | Y Y Y Y Y Y Y | | |
| | <p><u>Engaging With Others</u></p> <p>Ability to deal with staff, pupils, parents, visitors and outside agencies, including the ability to promote the image of the school.</p> | Y | | |
| | <p><u>Valuing Diversity</u></p> <p>Experience, or empathy with, working in a multicultural environment.</p> | | Y | |
| | <p><u>Learning Effectively</u></p> <ol style="list-style-type: none"> 1. IT literate and willing to undertake further training as required. 2. To undertake CAF (Common Assessment Framework) training 3. A commitment to continuous professional development | Y Y Y | | |
| Other | <ol style="list-style-type: none"> 1. A satisfactory Enhanced DBS disclosure | Y | | <u>Y</u> |