



<p><u>Administrative</u></p>	<p><b>JOB DESCRIPTION &amp; PERSON SPECIFICATION</b></p> <p><b>Job title: Office Manager</b></p> <p><b>Summary of role:</b> To provide efficient administrative support to staff at Hunter Hall.</p> <p><b>Hours:</b> 37.5 hours per week during term time, 7.5 hours per week during school holidays (spread over at least two days)</p> <p><b>Job Description:</b></p> <ul style="list-style-type: none"><li>• Be the first point of contact for staff, parents and visitors to the school;</li><li>• Answer telephone calls and e-mails – disseminating information as necessary;</li><li>• Arrange refreshments as required for any visitors to the school;</li><li>• Compile and distribute the weekly newsletter on SchoolPost, including creating the 'Week Ahead' for parents;</li><li>• Help to organise major school events . Tasks may include: booking venues, booking transport, arranging other associated services as required, producing specific event documentation and any other associated administrative tasks;</li><li>• Check registers daily, complete any associated returns and follow up any unconfirmed absences, and create daily fire register;</li><li>• Complete the annual Early Years (Cumbria County Council), Department of Education (DoE) and Independent Schools Council (ISC) Censuses;</li><li>• Complete the termly provisional and actual Pre-School Early Years funding head counts and be the main point of contact with Cumbria County Council for the School's Early Years funding;</li><li>• Assist the Bursar with end of term billing</li><li>• Assist with organising arrangements for LAMDA;</li><li>• Maintain and update the Single Central Register of Appointments (SCRA);</li><li>• Complete any Safeguarding and background checks that are required for new or existing staff, including governors and volunteers;</li><li>• Maintain and update the hard copy HR records;</li><li>• Assist the Head with any required administration for any new staff appointments (e.g. safeguarding checks; application paperwork; logging and responding to applications; adverts etc);</li><li>• Keep a record of press cuttings;</li><li>•</li><li>• Act as PA for the Headteacher, entering appointments into their diary as appropriate;</li><li>• Facilitate the completion of termly reports;</li><li>• Provide administrative support to all staff;</li><li>• Keep correspondence details lists for ex staff, ex governors etc.;</li><li>• Coordinate and arrange parent meeting timetable.</li></ul>
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<u>ICT &amp; Management Information System (MIS)</u>	<ul style="list-style-type: none"> <li>• Liaise with ICT support to provide support for staff;</li> <li>• Update the school website;</li> <li>• Keep the school's SharePoint structure up to date;</li> <li>• Along with other staff within school, update content for the school's social media channels;</li> <li>• Be the key school contact for the school MIS and also serve within school at administrator level for the MIS;</li> <li>• Via the MIS complete any required communications with current parents (e-mail and text);</li> <li>• Set up logins to all IT and MIS requirements for new staff, new pupils and new parents;</li> <li>• Via the MIS keep the current school roll up to date (e.g. updating records, photo's etc) and also complete an annual medical / contacts update;</li> <li>• Via the MIS keep the Parent Portal up to date as required (can include daily, weekly, termly and annual tasks);</li> <li>• Via the MIS keep the School Calendar up to date as required (can include daily, weekly, termly and annual tasks);</li> <li>• Via the MIS keep all electronic staff records up to date as required (can include daily, weekly, termly and annual tasks);</li> <li>• Complete the annual, end of year rollover on the MIS</li> <li>• Complete the annual, start of year actions on the MIS (e.g. setting up timetables, arranging sets, report structures etc).</li> </ul>
<u>Admissions</u>	<ul style="list-style-type: none"> <li>• Be the first point of contact for all enquiries into the school from prospective parents and continue to be the main point of contact to conversion or otherwise;</li> <li>• Record all enquiries/updates from prospective parents on the MIS;</li> <li>• Record, maintain and update all enquiries on the 'Roll and Fee' forecast for the Governors;</li> <li>• Arrange appointments for prospective parents to meet with the Head and visit the school. If required also arrange telephone / video calls with prospective parents;</li> <li>• Put in place arrangements for prospective pupil taster days;</li> <li>• As required send out registration / admissions paperwork to prospective families;</li> <li>• Complete associated paperwork and actions for new pupils – including CME and safeguarding requirements;</li> <li>• Complete losses and gains form within 5 working days for children joining or leaving the school;</li> <li>• Provide up to date reports on current admission status and projected registrations for the Head and Board of Governors;</li> <li>• Complete associated paperwork and actions for pupils leaving the school – including CME and safeguarding requirements;</li> <li>• Complete annual correspondence relating to places for Reception and Year 7.</li> </ul>

<u>Estates &amp; Consumables</u>	<ul style="list-style-type: none"> <li>• Maintain all central office equipment is in full working; Order educational resources and stationery for staff as required;</li> <li>• Ensure the staffroom consumables are replenished as required;</li> <li>• Open and distribute the post; Post letters and parcels and also maintain an adequate stock of stamps;</li> <li>• Order any stock items of uniform required for the uniform shop;</li> <li>• Arrange flowers and cards (including the school Christmas cards) as required;</li> <li>• Arrange any staff socials as required;</li> <li>• Keep the School Office and Bursar's Office tidy and well organised.</li> </ul>
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Out of term time you are required to work the equivalent of one working day (i.e. 7.5 hours) a week. Holidays should not disrupt the fulfilment of your duties. You will also be required to check e-mails and answer phone messages remotely during the longer school summer holidays responding when necessary. There will be times at the beginning and end of holiday when it is necessary to complete duties as agreed between the Head and yourself.

**Person Specification:**

		<b>Essential (E) or Desirable (D)</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's (or equivalent) of C and above, including Maths and English;</li> <li>• First Aid at work qualification</li> </ul>	<p>E</p> <p>D</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment with complex and diverse range of tasks to be completed over time;</li> <li>• Dealing with customers directly over the phone or face to face;</li> <li>• High level of experience using Microsoft 365 package;</li> <li>• High level of experience using email and internet applications;</li> <li>• Experience of preparation of reports, minutes and agendas;</li> <li>• Previous experience of working in a school environment;</li> <li>• Previous experience of working with children;</li> <li>• Previous experience of using iSAMS or other MIS;</li> <li>• Experience of Safeguarding Statutory Requirements, including the Single Central Register;</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>D</p>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of current good practice in office management;</li> <li>• Knowledge and understanding of the requirements and principles of good customer care;</li> <li>• Knowledge and understanding of how to deal appropriately with confidential information;</li> <li>• Knowledge and understanding of school governance.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent skills in Microsoft 365, in particular Word and Excel;</li> <li>• A high level of general understanding regarding IT systems and applications;</li> <li>• Excellent verbal, written and communication skills;</li> <li>• Excellent organisational and time-management skills;</li> <li>• Excellent interpersonal skills (cheerful, positive and good humoured).</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ability to listen, be receptive to ideas and the feelings and concerns of others;</li> <li>• Ability to tolerate differences and willing to listen to others views;</li> <li>• Display ease in establishing and maintaining rapport across hierarchical and functional boundaries;</li> <li>• Ability to share information openly, both verbally and non-verbally, encourage others to speak and listen to their views;</li> <li>• Ability to select appropriate means of communicating.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Supporting, co-operating and working with others to achieve common objectives;</li> <li>• Ability to motivate self and others to achieve team objectives;</li> <li>• Foster a climate where people can work together and learn from each other;</li> <li>• Be respectful of others in the team;</li> <li>• Recognise the importance of trust and tolerance of failure.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Planning &amp; Organising</b>	<ul style="list-style-type: none"> <li>• Identify meaningful, practical techniques and processes that allow priorities to be met;</li> <li>• If required, ability to adapt to changes and revise a plan accordingly, communicating and working to the new plan.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Take action to avoid problems or resolve with solutions that fits the needs of the school;</li> <li>• Take pride in turning a negative situation into a positive one;</li> <li>• Able to generate or find a variety of possible solutions to solve problems.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Resilience and Tenacity</b>	<ul style="list-style-type: none"> <li>• Overcome obstacles and deliver results by showing tenacity and persistence;</li> <li>• Ability to think creatively and deal calmly with situations;</li> <li>• Show resilience and optimism;</li> <li>• Pursue goals with resolve, in the face of scepticism, obstacles, setbacks and pressure of other work;</li> <li>• A good sense of humour and ability to keep things in perspective;</li> <li>• Take full responsibility for your decisions.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Improving Performance</b>	<ul style="list-style-type: none"> <li>• Identify methods of improving own and others' performance to meet the school's objectives;</li> <li>• Be willing to impart knowledge and information to others and give feedback pro-actively;</li> <li>• Insist on professional standards as an expectation to self and others.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p> <p style="text-align: center;">E</p>
<b>Ethos and Attitude</b>	<ul style="list-style-type: none"> <li>• Be committed to safeguarding and promoting the welfare of children;</li> <li>• Be committed and believe in the ethos and values of Hunter Hall School.</li> </ul>	<p style="text-align: center;">E</p> <p style="text-align: center;">E</p>