

<b>NOTTING HILL AND EALING HIGH SCHOOL GIRLS' DAY SCHOOL TRUST JOB DESCRIPTION</b>	
<b>Role</b>	<b>Office Manager</b>
<b>Job Purpose</b>	<ul style="list-style-type: none"> <li>• To provide the Head and Senior Leadership Team with a comprehensive administrative and secretarial support service so that they can undertake their roles with maximum effectiveness.</li> <li>• To manage the school office, providing whole school administrative services to ensure effective support of teaching and learning.</li> </ul>
<b>Accountable to:</b>	Director of Finance and Operations
<b>Responsible for:</b>	School office administrative staff
<b>Accountabilities:</b>	<p><b>Communications and administrative services</b></p> <ol style="list-style-type: none"> <li>a. Coordinate and oversee the services provided by the school office, and ensure that the office is an organised, efficient, tidy environment, which facilitates the smooth, effective day to day business of the school<sup>1</sup>.</li> <li>b. Manage the provision of general administrative services to the whole school.</li> <li>c. Management of administrative staff, including arrangements for cover over lunch and holiday periods and cover for illness.</li> <li>d. Liaison and support for Head's PA and Junior School administration staff where appropriate.</li> <li>e. Prepare and process documents, reports and presentation materials, using appropriate software packages, ensuring that the quality of work produced is appropriate for its purpose and produced within required timescales.</li> <li>f. Take lead responsibility for specified administration systems as required including the design and implementation of procedures to ensure that the systems run smoothly and effectively.</li> <li>g. Act as Secretary to committees, including the Health &amp; Safety Committee, and ensure the preparation and distribution of agendas and minutes for meetings, where required.</li> <li>h. Provide administrative support to the Critical Incident Management Team.</li> <li>i. Provide support to the School Nurse.</li> </ol> <p><b>Leadership and management</b></p> <ol style="list-style-type: none"> <li>j. Induct, develop, deploy, motivate and appraise staff for which responsible to ensure that they have clear expectations of their roles, and that high performance standards are achieved and maintained.</li> <li>k. Ensure personnel in their line management chain are managed in accordance with GDST guidelines.</li> <li>l. Foster a service orientated, 'can do', approach and a culture of support within</li> </ol>

<sup>1</sup> Management of reception service; reprographics service; general office services including post, stationery, electronic communications; staff handbook; staff lists; school registers; managing whole school and senior school communications using Schoolcomms.

	<p>the administrative team, ensuring that there are mutually supportive working relationships between teaching and support staff.</p> <p>m. Take the lead in ensuring that school policies and strategies are reflected in all support services for which responsible.</p> <p>n. To ensure the effective provision of welfare and first aid care to pupils.</p> <p><b>Marketing and external links, including public occasions</b></p> <p>o. Contribute to the positive promotion and marketing of the school and the GDST in the local and wider community.</p> <p>p. Assist with the organisation of events, such as Open Days, Prize-givings etc to ensure that they run smoothly and effectively.</p> <p>q. Ensure visitors and callers receive an efficient, professional, approachable and welcoming service, in line with the ethos of the school.</p> <p><b>Training and development of self and others</b></p> <p>r. Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.</p> <p>s. Ensure that training needs for staff for which responsible are identified, appropriately met, and that staff for which responsible are active in their personal and work-related development.</p> <p><b>Supporting the work of the GDST</b></p> <p>t. Develop strong, positive relationships with GDST colleagues, contribute to collaborative work across GDST schools and support other staff in participating in GDST work, in order to develop and share best practice.</p>
<p><b>General requirements</b></p>	<p><b>All school staff are expected to:</b></p> <p>a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan.</p> <p>b. Contribute to the school's programme of extra-curricular activities.</p> <p>c. Support and contribute to the school's responsibility for safeguarding students.</p> <p>d. Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors</p> <p>e. Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.</p> <p>f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.</p> <p>g. Engage actively in the performance review process.</p> <p>h. Adhere to policies as set out in the GDST Council Regulations, ORACLE and GDST circulars.</p> <p>i. Undertake other reasonable duties related to the job purpose required from time to time.</p>
<p><b>Review and amendment</b></p>	<p>This job description should be seen as enabling rather than restrictive and will be subject to regular review.</p>

## Person Specification

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### Skills Required

Excellent interpersonal and communication skills including the ability to relate well to people on all levels with sensitivity, tact and diplomacy	Essential
First class organisational and administrative skills, with the ability to remain calm under pressure and work to tight deadlines; systematic in approach to tasks, with attention to detail	Essential
Evidence of proactive approach to planning and prioritising work, with the ability to use initiative appropriately	Essential
Able to maintain a high work rate and to juggle a range of tasks and competing priorities	Essential
Excellent ICT skills, in particular confident and adept in use of Microsoft applications such as Word and Excel, and database input	Essential
Excellent command of written and spoken English	Essential
Good telephone manner and ability to deal with callers and visitors in a calm and courteous way	Essential
Sufficient numeracy to deal with statistical data, and manage budgets	Essential
Ability to summarise complex discussions in writing (for minute taking)	Desirable

### Knowledge Base

Knowledge of office management processes	Essential
Knowledge of safeguarding issues	Desirable

### Qualifications/Attainment

Recognised secretarial or administrative qualifications at NVQ3 level or above, or the equivalent gained through experience	Essential
First Aid qualified or willing to obtain qualification (Training provided)	Desirable

### Experience

Evidence of substantial senior secretarial and administrative experience in a complex organisation	Essential
Significant experience of working with and managing an administrative team	Essential
Previous experience of working in a complex, busy, service-driven environment	Essential
Experience of working in an educational environment	Desirable

### Attitude/approach

A high level of personal integrity, with proven experience of handling sensitive situations with tact and diplomacy and with complete respect for confidentiality	Essential
Honesty, energy, stamina, enthusiasm	Essential
A willingness to give generously of time to support school events and activities	Desirable
An enjoyment of working with and being in the company of children	Essential
Professional but approachable demeanour in relating to all members of the school community, suppliers and other outside agencies	Essential
Well-groomed, with dress standards and appearance appropriate to the role	Essential
Willingness to 'roll up sleeves' in an emergency	Essential