



**Kepier**

Inspire ▪ Challenge ▪ Support

## KEPIER

## JOB DESCRIPTION

**Name:**

**Job Title: Office Manager**

**Salary Scale: NJC  
Permanent Contract**

**Point Range: 7-10 £20,092 to £21,322  
Starting on: To be confirmed**

**Contractual hours: 37 per week    Weeks per year: 52**

**Hours to be worked: Monday to Friday: 8.00am – 4.00pm  
30 min early finish to be taken midweek (day to be agreed)**

**Lunch break: 30 minutes (time to be flexible to support the office needs)**

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### **Purpose of Job:**

To lead and manage an effective reception, admin and communication function for the school.

To manage and provide an outstanding reception service to all visitors, staff and learners.

To manage and provide an effective reception function for the school and to undertake administrative duties.

Contribute to the smooth running of the school's main office and reception.

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### **Principal Duties:**

- To line manage Reception office staff.
- Oversee the management of online and filing systems and reduce, wherever possible, paper filing systems.
- Oversee the management of administrative systems, such as records management.
- Oversee the management of recording office expenditure and manage the budget.
- Management of data within the systems of the Office including SIMS as required.
- Maintain supplies of stationery and equipment.
- Maintain the condition of the office and arrange for necessary repairs.
- Organise and chair meetings with staff.
- Support in the recruitment of new staff, sometimes including training and induction.
- Ensure adequate staff levels to cover for absences and peaks in workload.

- Carry out staff appraisals, manage performance and discipline staff.
- Delegate work to staff and manage their workload and output.
- Promote and support staff development and training.
- Promote equality and diversity.
- Write reports for senior management and deliver presentations.
- Respond to customer complaints.
- Review, implement and produce Policies, Procedures and Protocols as required.
- Check that data protection laws are being adhered to in relation to the storage of data, and review and update Reception office procedures.
- To support the Reception staff in all aspects of their principal duties;

#### Reception Principal Duties

- As the first point of contact, ensure safeguarding procedures are strictly adhered to in line with Keeping Children Safe in Education regulations.
- Be an initial point of contact for the school, ensuring that visitors to the school and telephone calls are dealt with swiftly and professionally, recording and maintaining visitor and postal records.
- Ensure that all visitors register at reception and have been issued with a security pass in accordance with current safeguarding guidance. To take visitors to other parts of the school if required to do so.
- Be responsible for recording and securely storing incoming cash with due regard to audit requirements. Including the management and use of ParentPay.
- Create reports and use the school's management information system, SIMS effectively.
- Provide First Aid admin support.
- Deal with incoming and outgoing post when necessary.
- Be competent in the use of all office equipment.
- To carry out reprographic duties as required, monitoring levels of toners, paper etc where appropriate to ensure the smooth running of the business.
- Use various methods of communication, ensuring that learning is not interrupted. Eg: tannoy and radios.
- Be responsible for the swift production of paper registers as and when required.
- Liaise with all Stakeholders; parents, public, Year Managers, SLT, teachers and support staff ensuring that communication is effective.
- Attend any training courses as identified by performance management which will assist in carrying out the duties assigned to this post.
- To fulfil office duties in the absence of other front office staff
- Provide support for exam invigilation as and when required.
- Cover office/reception duties during school holidays.

#### General Requirements

- To attend and participate in meetings, training and development activities as required.
- To participate in schemes of assessment, professional development and review.
- To support constructive relationships and communicate with the other agencies/ professionals, in liaison with the teacher, to support achievement and progress of learners.
- To be an effective role model for the standards of behaviour expected of learners.
- To have due regard to confidentiality, child protection procedures, health and safety, other statutory requirements and the policies of the governing body and the local education authority.

### Professional Values and Practices

- To have high expectations of all learners; respecting their social, cultural, linguistic, religious and ethnic backgrounds; and being committed to raising their educational achievement.
- To treat learners consistently with respect and consideration, and being concerned with their development as learners.
- In line with the school's policy and procedures, using behaviour management strategies which contribute to a purposeful learning environment.
- To work collaboratively with colleagues as part of a professional team; and carrying out roles effectively, knowing when to seek help and advice from colleagues.
- To reflect upon and seeking to improve personal practice.
- To work within school policies and procedures and being aware of legislation relevant to personal role and responsibility in the school.
- To recognise equal opportunities issues as they arise in the schools and responding effectively, following school policies and procedures.
- To build and maintain successful relationships with learners, parents/carers and staff.

Any other reasonable duties as requested by the Principal, Director of Finance and Resources or member of the Senior Leadership Team that is not specified in this job description.

The post holder must be willing to undertake First Aid at Work training and carry out the role, if required.

The post holder must be willing to undertake Fire Warden training and carry out the role, if required.

**Responsible to:** The Director of Finance and Resources

- Whilst every effort has been made to explain the main duties of the post, each individual task undertaken by the post holder may not be identified.
- The job description is current at the date of issue, but following consultation, may be changed by Management to reflect changes in the job which are commensurate with the salary and job title.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- Employees are expected to be courteous and supportive to colleagues and provide a welcoming environment to visitors and telephone callers.
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

### **Safeguarding**

Employees should be aware that the school will take any reasonable action to ensure the safety of its learners.

In cases where the school has reason to be concerned that a child may be subject to significant harm, ill-treatment, neglect or other forms of abuse, staff have no alternative but to follow SSCB

(Sunderland Safeguarding Children Procedures) Child Protection Procedures and inform Children's Services Social Care of their concern.

The post holder must comply with Health & Safety rules and regulations and with Health & Safety Legislation.

The post holder must carry out his or her duties with full regard to the School's Equal Opportunities Policy.

Kepier operates a **no smoking policy** in its building and grounds.

**Signed (Employee)**..... **Date**.....

**Signed (Principal)**..... **Date**.....