



JOB DESCRIPTION

Office Manager

Position	Office Manager
Salary	Support Staff Pay Scale – Spine Point 26 to 33 £33,973.02 - £40,897.61 [FTE]
Hours	37.5 hours per week
Full Time Equivalent	Term time only plus 2 weeks and INSET days
Contract Type	Permanent
Responsible To	Senior Admin Officer
Responsible For	Front Office Functions and Administrative and Reception Staff
Location	Mossbourne Victoria Park Academy
Key Working Relationships	SLT, Admin & Reception staff, Leaders & Managers

Mossbourne Federation

The Mossbourne Federation is the realisation of Sir Clive Bourne’s dream to provide the children of Hackney with an outstanding education. Over the last twelve years the Federation has nurtured Sir Clive’s dream by fostering kind, courteous, hard-working and well-rounded learners by providing an outstanding education based on the core values of ‘Excellence’, ‘No Excuses’ and ‘Unity’. Through upholding these core values, Mossbourne will be the first academy federation whose schools are without exception, exceptional.

The Federation’s calm working atmosphere creates well-rounded individuals who excel in the arts, on the sporting field and academically. All learners, regardless of ability, benefit from the innovative and enlightened approaches to teaching and learning within The Mossbourne Federation.

The Federation comprises four academies: Mossbourne Community Academy (secondary and which includes The Mossbourne Federation Sixth Form), Mossbourne Victoria Park Academy (secondary), Mossbourne Parkside Academy (primary) and Mossbourne Riverside Academy (primary).

The Mossbourne Federation is actively seeking to increase the proportion of our workforce who come from diverse backgrounds. We particularly welcome applications from people of Black, Asian and other minority ethnic descent. Injustice, discrimination and intolerance go against the core tenets of the Mossbourne ethos. We actively reject discrimination in our academies through continuous review of our working policies & practices across the federation, including at board level. We are committed to developing and supporting inclusivity, diversity and anti-racism in every facet of what we do.

Mossbourne Victoria Park Academy

At Mossbourne Victoria Park Academy we are continuing to build on the Federation’s ethos of providing an exceptional education for all our students. With children at the heart of everything we do, Mossbourne Victoria Park Academy continues to raise expectations and achievement in Hackney and its neighbouring boroughs, with the belief that all students can fulfil their true potential. Our students receive great lessons, enjoy a vibrant enrichment programme and have access to our oratory specialism. Our outstanding staff work in a rewarding environment where everyone pulls together for the same thing; the best possible deal for our students.

If you want to be part of the team that is improving the future of our students, then read on!

Job Summary - Main Duties and Responsibilities

Leading a team of administrators and providing a highly professional, efficient and effective organisational service to the Academy. Providing a central co-ordinating role, advice and guidance on administrative matters and implementing new ways of working, when applicable. Providing a professional and courteous first point of contact service to academy students, parents, staff and visitors.

To act as line manager for the administrative team, carrying out performance and development reviews, identifying training needs and having oversight of front office functions within the academy including:

- To line-manage the administrative office and reception, which includes overseeing the day to day workload of the administration team, identifying priorities and deadlines in line with agreed office procedures, workload allocation within the team, strategic intervention/planning
- To provide, as required and as appropriate, cover for the work of other members of the administration team according to workload pressures and/or in their absence and to ensure appropriate overlap of duties and skills to cover absence and periods of intense workload
- Supervise, train and develop staff as appropriate. To hold team members to account for delegated tasks, when necessary
- To ensure that all members of the administrative team receive appropriate professional development opportunities and to be responsible for developing team members to reach their potential
- To be an active participant in professional development opportunities related to own post
- The ability to multi-task with dexterity under pressure and to tight deadlines
- A capacity for implementing clear systems and processes with sensitivity and rigour
- Take a lead role in the development of a professional and customer-oriented approach to work at all times
- Lead and support, when necessary, addressing complex reception and visitor matters
- Undertake report and letter writing, minute taking, typing, word processing and complex IT based tasks
- Support the PA and SAO with the production of the Staff Handbook, Staff and Student Planners
- To oversee all incoming e-mails to the academy's admin e-mail addresses and ensure they are forwarded to relevant staff members and/or deal with as appropriate
- Identify ways to achieve efficient work practices and ensure decisions are made to ensure value for money and to enhance the reputation of the academy
- Absence monitoring within the team, co-ordinating the working of additional days and ensuring days worked by team members outside of term time are used productively and efficiently
- Analyse and evaluate data/information and produce reports/information/data as required
- To be responsible for the administration and accuracy of data input into SIMS computerised database system. Liaise and follow-up with members of staff and parent/carer for any discrepancies in student data
- To be a first aider, maintaining adequate first aid supplies and first aid records and accident books
- To be a Fire Marshall, undertaking training as required
- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required
- To chair administrative team meetings in the absence of the PA to the Principal and SAO
- Assist and support with the co-ordination of Academy events, when requested
- Recognise own strengths and areas of expertise and use these to advise and support others.
- To undertake any necessary training and development
- To undertake such other duties appropriate to the grade as may from time to time be required by the Academy as directed by the PA to the Principal and SAO
- Comply with and assist with the policies and procedure relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

Person Specification				
Essential or Desirable	Requirements	Assessment Criteria		
		Interview	Application form	Task
Experience & Knowledge				
E	Extensive experience working as an administrator in an educational setting	X	X	X
E	Experience managing complex workloads in a busy school environment	X	X	
E	Excellent written & oral communication skills to work with all stakeholders	X	X	X
E	Effective multi-tasking, meeting deadlines & priorities with attention to details	X	X	X
E	Effective team member, proactive, using initiative, and being flexible at work	X	X	
E	Experience managing confidential work with tact & discretion	X	X	
E	Calm personality and sound judgement in dealing with adults and children	X		
D	Experience of preparation for an OFSTED inspection	X	X	
IT knowledge				
E	Thoroughly adept in using Microsoft Office applications (Excel, Word, PP, etc.)		X	X
E	Knowledge of school data systems	X		X
E	Ability to adapt to and use various new & existing systems/programs quickly	X	X	
Behavioural Competencies				
E	Punctuality, reliability and ability to maintain a high degree of confidentiality	X	X	
E	Utmost integrity, high levels of motivation, determination & commitment	X	X	
E	Proactive approach and efficient time management and prioritisation skills	X	X	X
E	Confident, self-motivated with initiative and sound judgement	X	X	X
E	The ability to communicate effectively and diffuse confrontational situations	X	X	X
Applicable to all staff				
E	Undertake training as required in order to fulfil the requirements of the role	X	X	
E	Support the Academy through your actions & attitude, adapting working practices to align with the Federation ethos & tenets	X	X	
E	Recognise your own role as integral to the success of Mossbourne	X	X	
E	Play an active role in safeguarding all students, adults & stakeholders	X	X	X
E	Genuine interest in and passion for the education of young people and the ability to contribute to the wider life of the Federation community	X	X	
E	Commitment to CPD that improves the competencies needed in the role	X	X	
E	To practice equal opportunities in all areas of the role and work	X	X	

Mossbourne Federation reserves the right to modify this job description to ensure the needs of the Federation & students are met. Mossbourne Federation provides equal employment opportunities to all employment applicants and employees without regard to race, colour, religion, gender, sexual orientation, national origin, age, disability or status.

The document is not a comprehensive list; it simply outlines expectations of this role. This post is subject to an enhanced DBS disclosure. The post holder must be committed to safeguarding the welfare of children.