

## JOB DESCRIPTION

**Job Title:** Operational Support Officer

**Grade:** SET Grade 7

**Salary:** Scale Point 24- 28

**Conditions of Service:** Support Staff Contract

**Responsible to:** Headteacher

### **Statement of Purpose**

#### **Main Purpose**

Under the guidance and direction of the Headteacher, responsible for the organisation and supervision of appropriate administrative systems within the school; the jobholder will also contribute to the planning, development and monitoring of support services and/or management of support staff, including coordination and delegation of relevant activities.

#### **Support to Pupils, Parents and the Community**

- Deal with complex reception/visitor etc. matters.
- Maintain a professional and competent first point of contact with parents, pupils and visitors
- Organise school trips/events etc. in accordance with appropriate policy and procedure
- Manage uniform/snack/other 'shops' within the school, e.g. cash or cashless
- Provide advice and guidance to staff, pupils and others as required.
- Administer first aid as appropriate.

#### **Line Management**

- Line management responsibility of a small team of staff (between two and five).
- Manage support staff – admin, clerical, janitorial and other support activities.
- Liaise between managers/teaching staff and support staff.
- Hold regular team meetings with support staff, which include advisory and informative.
- Undertake safer recruitment/induction/appraisal/training/mentoring of other staff.

#### **Support to HR Management**

- Contribute to the planning, development and organisation of support service systems/ procedures/policies.
- Supervise, train and develop staff as appropriate.
- Manage school pupil admissions and appeals in accordance with appropriate procedures.

### **Confidential HR Processing and Administration**

- Undertake arrangements for new staff appointments, including the production of appropriate candidate material, arranging advertisements and interviews, requesting references, preparing interview programmes, liaising with HR Business Partner in relation to safer recruitment guidelines and processes.
- Complete and update relevant information for academy counsellor appointments.
- Undertake appropriate payroll processing information, including maintaining an appropriate audit trail for all payroll contracts, variations and time sheets etc.
- Undertake other confidential administration, e.g. Performance Management, staff personnel files, staff absence.
- Completion of reports and returns relating to staff. e.g. absence, timesheets, contract variations
- Responsible for assessing and distributing mail/email for the Senior Leadership Team.
- Responsible for making and receiving telephone calls for the Headteacher as requested, and take telephone messages as required.
- Responsible for the Single Central Record information, accuracy and updates.
- Responsible for the accurate maintenance of personnel files for the school.
- Responsible for the full administration of payroll submission and associated systems. e.g. processing additional hours, processing job change in accordance with procedures, reconciliation of payroll submission.

### **Support to Financial Management**

- Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.
- Undertake complex financial administration procedures, which may include investigation into goods delivery, invoices and queries.
- Assist with the planning, monitoring and evaluation of budget.
- Manage expenditure within an agreed budget.

### **Support for the Headteacher**

- Maintain appropriate and relevant filing systems
- Provide administrative and financial support to the Headteacher including maintaining files for academy counsellors of policies, terms of reference of Academy Counsellor Committees, updating list of Academy Counsellors.
- To maintain appropriate financial records.
- To maintain records of leadership group weekly activities and any other associated activity.
- To maintain data protection records including DBS information and support the Headteacher in meeting the data protection duties and responsibilities.
- To attend staff meetings, take notes, prepare and distribute these and place a copy on the staffroom notice board.
- Undertake confidential and general typing, word-processing for the Headteacher and other members of the leadership team e.g. staff references and appraisal forms.
- Undertake IT-based tasks which may include:
  - Receiving, prioritising and answering e-mails on behalf of the Headteacher/senior leadership team including the filtering of junk mail and spam accordingly.

- Use the school Development Plan (SDP) software to input all information relating to targets for staff.
- Manage the publication of the school's regular newsletter to parents.
- Maintaining diaries including an electronic diary system.
- Maintaining appropriate School Information Management Systems and subsequent statutory returns.

### **Support Organisational Management**

- Take a lead role on the development of office systems and processes.
- Manage manual and computerised record/information systems.
- Analyse and evaluate data/information and produce reports/information/data as required.
- Undertake typing and word-processing and complex IT based tasks.
- Operate relevant equipment/complex ICT packages.
- Undertake research and obtain information to inform decisions.
- Assist with procurement and sponsorship.
- Assist with marketing and promotion of the school.
- Manage administration of facilities including use of school premises.
- Manage complex administrative procedures.
- Be responsible for completion and submission of complex forms, returns etc., including those to outside agencies e.g. School Census, etc.
- Manage manual and computerised record/ information systems.
- Operate relevant equipment/ complex ICT packages.
- Provide personal administrative and organisation support to other staff.
- Manage the administration and support of confidential medical inspections and reports.
- Produce, and respond to, complex correspondence.
- Undertake research and obtain information to inform decisions.
- Take a lead role in marketing and promoting the school.

### **Support to School** (this list is not exhaustive)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

Assist with pupil needs as appropriate during the school day

### **Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<p><b>Qualifications &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of development management and operation of administrative systems.</li> <li>• 1-3 years management experience.</li> <li>• NVQ 3 Business and Administration/Business &amp; Finance, or equivalent qualification or experience in relevant discipline.</li> <li>• RSA 2/3 or equivalent qualification or experience in typing/ word processing.</li> <li>• 1-3 years working within a similar environment</li> </ul>	APP/I
	<p><b>Knowledge &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Very good numeracy / literacy skills.</li> <li>• Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.</li> <li>• Very good ICT skills.</li> <li>• Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li> <li>• Ability to relate well to children and to adults.</li> <li>• Excellent communication and interpersonal skills.</li> <li>• Good organisation skills.</li> <li>• Ability to plan and prioritise effectively.</li> <li>• Knowledge of GDPR / Data Protection Headteachers</li> </ul>	APP/I
	<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Candidates must demonstrate:</li> <li>• Builds personal relationships with stakeholders, through regular contact and consultation.</li> <li>• Coaches and empowers team members to take responsibility for ensuring customer care.</li> <li>• Has the ability to understand the academy development plan and how it relates to team and individual objectives.</li> <li>• Accepts, supports and quickly implements change.</li> <li>• Identifies and promotes best practice and encourage the sharing of ideas.</li> <li>• Proactively seek opportunities to increase job knowledge and understanding.</li> <li>• Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members.</li> <li>• Works with others to resolve differences of opinion and resolve conflict.</li> <li>• Requires minimum supervision</li> <li>• Takes responsibility for own and team actions</li> </ul>	APP/I

	<ul style="list-style-type: none"> <li>• Identifies and overcomes barriers and manages risk accordingly.</li> <li>• Builds a strong team ethos where everyone feels valued.</li> <li>• Provides timely, sensitive and honest feedback on performance.</li> <li>• Is accountable for own development and encourages the ownership of development needs amongst team members.</li> </ul>	
	<p><b>Behavioural Attributes</b></p> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	APP / I

**MEASURED BY KEY:**

APP = Application form    ASS = Assessment activities    I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**23/11/2021**

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.