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**Office Manager - JOB DESCRIPTION**

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| **Reporting To: Chief of Staff Payscale: TEAL Associate Staff Pay Scale, Point 25**  **Job Purpose:**  To actively support our core purpose, remembering that “We are here to make great schools and happier, stronger communities so that people have better lives.”  Operating as the Office Manager in the central team, liaising with a range of stakeholders and managing the administrative team, ensuring administrative support is a responsive, customer-driven, consistently high-quality service.  To actively support the work of the Executive Leadership Team and Teaching Senior Leadership Team, providing high level, confidential support and advice on complex and sensitive issues, demonstrating loyalty, professionalism and high standards of integrity and confidentiality within the schools, the Trust and the wider community. |
| **Key Responsibilities: Specific** |
| **Office Management**   * Develop and refine administrative processes, templates, and protocols, ensuring they remain effective and aligned with the trust’s evolving needs. * Lead and coordinate comprehensive administrative support across the central team, ensuring a responsive, high-quality, and customer-focused service. * Line manage the administrative team, including recruitment, induction, professional development, and performance management, in line with trust policies. * Manage administrative databases, systems, and records, ensuring compliance with legal, statutory, and trust requirements. * Ensure the central team has the resources needed to support meetings and events, including room bookings, hospitality, stationery, and stock control, while overseeing associated budgets. * Build and maintain strong relationships across the trust and with external partners, sharing best practice and maintaining a positive, solution-focused approach.   **Communications**   * Produce and distribute high-quality trust-wide communications, including newsletters and promotional materials. * Share trust wide updates on behalf of the Executive Leadership Team. * Support the Executive Leadership Team with marketing, public relations, and external communication strategies.   **Administrative Support and Advice**  Provide confidential, proactive, and high-level organisational and advisory support to the Executive Leadership Team and School Improvement Team, including:   * + Coordinate complex diaries, accommodate changes, resolve scheduling conflicts, and ensure key deadlines are met.   + Organise trust meetings, ensuring agendas and papers are prepared and distributed in a timely manner.   + Accurately record confidential minutes, monitor progress on actions, and proactively advise on any issues or delays.   + Handle complex and sensitive correspondence, liaising with senior leaders and responding with discretion and professionalism.   + Support the organisation of trust-wide events and ensure documentation is up to date and shared with relevant school teams.   + Play an active role in trust-wide projects, contributing to the production of confidential reports and documentation.   + Oversee financial procedures, monitor expenditure against budget, and ensure effective and compliant use of resources.   + Manage travel arrangements and claims for the Executive Leadership Team and School Improvement Team, ensuring efficiency, best value, and adherence to trust policy. |
| **Key Responsibilities: General** |
| The post holder will be required to act on their own initiative or on the authority delegated from their line manager or a member of the School/TEAL SLT.  The post holder will be expected to work within TEAL and the schools’ policies and procedures and uphold the organisation’s values and vision.  The job description is not intended to be a complete list of duties and responsibilities but details the major requirements of the post. It may be amended at a future time, to take account of the developing needs of TEAL. The post holder will undertake any other duties appropriate to the remit.  TEAL is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment.  The Health and Safety at Work etc. Act, 1974 and other associated legislation places responsibility for Health and Safety on all employees, therefore it is expected that everyone takes reasonable care for their own health and safety and the health and safety of others.  The above duties may involve having access to information of a confidential nature, which may be covered by General Data Protection Regulations (GDPR) 2018, and by Part 1 of Schedule 12A to the Local Government Act, 1972. Confidentiality must always be maintained and employees must work with and process personal and sensitive information in accordance with Data Protection Act 2018 including the GDPR. Employees must protect the safety and security of information (e.g. using strong passwords, reporting breaches, and ensuring information is stored and disposed of securely. |
| **The key competencies and behaviours commensurate with this post are identified overleaf.** |

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**Ethical Behaviours Charter**

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| **Competency** | **We do this by** |
| **Trust** | * Being reliable, consistent, credible, honest, humble, courageous and kind. * Managing emotions and helping others to do the same. * Keeping promises and doing what we say we will * Having genuine compassion for others |
| **Wisdom** | * Developing knowledge and expertise, then sharing that knowledge * Learning from mistakes and failures and admitting when we are wrong * Seeing systems and processes as ways to fulfil our purpose, removing or changing them if they fail in that. |
| **Kindness** | * Being patient, respectful, generous and forgiving. * Acting with compassion and care, listening and seeing the person behind the role * Focusing on relational practice; building trust and rapport with others by empowering and elevating them. |
| **Justice** | * Doing what is right, rather than what is popular or easy * Ensuring we live our sense of purpose and values in the way we behave, make decisions and communicate. * Applying rules in a consistent, transparent and fair way, whilst allowing for discretion and common sense. * Valuing difference, building diverse teams and encouraging others to behave responsibly and with moral purpose. |
| **Service** | * Putting ourselves in the service of others. * Reducing stress and anxiety in the organisation by modelling calm and considerate behaviour * Behaving in a dutiful way, demonstrating humility and self-control. * Removing barriers to enable others to do their jobs well |
| **Courage** | * Holding ourselves to account when something goes wrong. * Remaining calm, optimistic and positive in the face of adversity and change. * Speaking honestly, openly and with empathy |
| **Optimism** | * Believing in our own ability, and the ability of others, to do what is right to change the world for the better. * Calling out negativity, cynicism and dishonesty. * Remaining positive and encouraging, helping others to overcome challenges and celebrating their success. |
| **Vision** | * Anticipating the future and embracing it. Thinking strategically, analysing and assessing information to deliver organisational growth. * Reading, researching, networking and sharing learning with others. * Believing in the potential of others; helping them be the best they can be. |