



George Heriot's School

Founded 1628

Job Description

Job Title: Office Manager
Responsible to: Director of External Relations
Hours: Full-time, Permanent

Summary

The Office Manager is responsible for coordinating, organising and supervising all of the administrative activities that facilitate the smooth running of George Heriot's School. Working closely with The Principal, Senior Managers and Data Administrator, the Office Manager acts as a central point of contact and oversees a team of administrative staff who process key information, communications, and data essential to the operation of the school throughout the academic year.

Key Duties and Responsibilities:

Responsible to the Director of External Relations and working closely with the Data Administrator, the main duties of the Office Manager are detailed below. This list is not intended to be exhaustive and it is expected that the Office Manager will undertake any additional, general duties as deemed reasonable and necessary by the Principal or Director of External Relations.

Staff Management

- To identify and monitor areas of single person dependency in the functioning and daily duties of the administrative team. To plan for the appropriate training of staff and therefore the mitigation against these fail points.
- Day to day management of school office staff, including Reception and Reprographics – delegate tasks as appropriate to ensure workflow requirements are met
- Ensure an organised and positive working environment, with clear delegation of tasks and provide support and assistance to the team where required

- Ensure appropriate staff cover in the office at all times (including Reception and Reprographics), through effective pre-planning around key holidays and events and management of staff holiday schedules.
- Work closely with the HR Department to manage all aspects of Employee Relations within the School Office team
- Undertake Annual Staff Reviews to identify areas for improvement and/or additional training requirements to encourage continuing Staff development
- Undertake or arrange training of staff on all office systems and procedures

Day to Day Operations

- Oversee the morning registration process and ensure any necessary follow up action is completed
- Ensure the timely and accurate issuing of daily bulletins and other important information for staff and pupils
- Oversee the Enquiries email and ensure that queries, complaints and issues are disseminated and dealt with appropriately
- Work with the Junior School Depute to oversee parking permit administration for all staff and any visitors
- Oversee bus booking system for any external requirements for trips & visits for entire school
- Oversee 'Lates' administration process to ensure correct parents are contacted and relevant non- responders are escalated to the appropriate Senior School Depute
- Provide first point of contact for staff/parents with issues to do with school platforms (SOCS, Portal, School Post)
- Provide cover for Senior School PA for planned or unplanned absence, as agreed with the Head of Senior School
- Oversee guest Wi-Fi for school
- Oversee stationery ordering for school office
- Monitor all post required to be done by school office
- Oversee order processing and distribution of school merchandise
- Supervise management and implementation of important dates system via SOCS for whole school
- Oversee management of School cloud booking system, supporting staff to book internal facilities within the school
- Ensure the operation of all office equipment and arrange repairs and maintenance as required

Communication Management

- Oversee all communications to and from the school office, both postal and electronic through the “School Post” system.
- Work with Senior Managers to anticipate, plan and deliver communications throughout the school year, relating to a variety of school activities
- Oversee administration of the School’s Sip Trunk Call online telephone system
- Collate, administrate and distribute annual Booklists
- Collate, administrate and distribute annual Subject Choice Booklets

Academic Database Administration – WCBS (PASS)

- Work closely with the Data Administrator and relevant Senior Managers to:
- Review systematic approaches and advise and engage in improvement planning. This will include the introduction of new digital systems (eg: ISAMS), those currently in use (eg: Parental Portal and SOCS) and decommissioning of outdated practices.
- Maintain all academic related information in the PASS system. This includes the creation of records for pupils and parents
- Assist with the set-up of each new academic year through the population of classes, class teacher sets and timetable
- Assist in Administering the subject choice arrangement process for S2, S4 and S5 pupils.
- Provide assistance to DoS updating the SS Reporting Digest each term with relevant deadlines to produce reports
- Ensure school reports are issued according to the time frames required for the report process in Senior Schools.
- Ensure lists and reports for Senior School activities (eg: Sports Days, Trips and Visits) are kept up to date and delegate communications and administrative tasks to team
- Work closely with Head of Guidance and Guidance Administrator in safeguarding safety of all pupils and associated administrative requests
- Ensure compliance with GDPR regulations for use, storage and archiving of all office-based pupil records.
- Send out comms for annual medical for all pupil records – pass any amendments to medical to update
- Administer annual photo consent for all pupil records – pass info to marketing
- Administer annual photo consent for all staff
- Administer annual Biometric consent for all pupils, then organise physical taking of finger prints for pupils
- Manage and distribute timetables to pupils annually prior to new terms and as and when required, the decommissioning of this practice to an electronic version
- Maintain appropriate level of documentation and training for staff responsible for data administration.

- Responsible for the electronic collection, collation, and internal distribution of GDPR parental and pupils consent procedures in consultation with the Bursar
- Attend external forums and internal group meetings as required.
- Provide SOCS training to VMTs

CPD and Engagement

- Attend meetings and committees with school managers and departments in order to both encourage successful working relationships with colleagues and also to ensure pro-active planning and foresight of workflow
- Undertake training and courses as required and necessary in order to keep up to date with developments within in the sector and in relation to personal skill development in general

Skills and Attributes Required

- Proven people manager with excellent interpersonal skills and demonstrable experience of successfully managing a team of administrative staff in a similar or related role.
- Excellent communication skills –both written and verbal; ability to communicate effectively with colleagues at all levels, as well as parents and external providers and agencies.
- Systematic and analytical thinker with good understanding of process
- Fully proficient in the use of MS Office - especially Excel (Intermediate to Advanced level).
- Previous experience of working with the WCBS (PASS) system or a similar MIS is highly desirable, however training will be provided.
- Proven organisational/forward planning skills with the ability to manage several projects at one time and plot workflow requirements for the team in order to ensure deadlines are met
- A quick thinker/learner and calm under pressure
- Flexible approach to work, with a good sense of humour and proactive in upholding the Heriot's Ethos.

Additional Information

This post is considered Regulated Work with Vulnerable Children and/or Protected Adults, under the Protection of Vulnerable Groups (Scotland) Act 2007. As such, the successful candidate will be required to gain membership of the PVG Scheme.

George Heriot's School is governed by George Heriot's Trust, Scottish Charity number SC011463