



Job Description: Deputy Office & Marketing Manager

Role Title: Deputy Office & Marketing Manager

Reporting to: Office & Marketing Manager

Start date: ASAP

Contract: Permanent

Salary: Grade 7, Point 14-24 (£29,915 - £35,381)

Hours: All year around, Monday-Friday, 8:00am-5:00pm

The Role

As a Deputy Office & Marketing Manager, you will provide comprehensive administrative support to the Office & Marketing Manager and whole school academy and act as a central support role for staff, students and parents/carers. You will deputise for the Office & Marketing Manager and supervise the wider administrative team, when required. You will maintain and role model a positive 'can do' approach and ensure motivation and spirits are high within the team.

You will work with other members of the Business Support Team to uphold the vision and ethos of the school at all times and provide an excellent customer service to a range of stakeholders.

You will strive for operational excellence in the administrative service along with the wider team. It is a fast-paced job where no two days are the same.

This is a fantastic opportunity for someone to work closely with the Office & Marketing Manager to examine all admin functions and maximise capacity across the department whilst ensuring efficiencies across the administration department.

Key Responsibilities

- Establish and maintain efficient administrative systems and processes to support the effective running of the school, including updating and maintaining relevant handbooks and guides, ensuring effective and consistent guidance and information is delivered
- Ensure daily administration support is coordinated effectively including duties and cover across the academy, taking into consideration all pre-planned absences and events, providing cover yourself where required
- Establish a business-like office environment, ensuring excellent, consistent administration support and customer service is provided, 'Our Promise' is met, good relationships with staff are promoted, and you are consistently role modelling professional behaviour to lead by example
- Support with implementing strategies and processes to increase pupil numbers and funding, and improve brand awareness
- Coordinate daily attendance admin across the administrative team ensuring protocol is followed and ongoing efforts are made to ensure a child regularly attends school
- Provide updates on new guidance and processes to team members and deliver ad hoc training where required
- Support with the coordination and set up of a series of virtual and on-site events across the academy, including hospitality and admin support
- Support with inputting and exporting data and ensure integrity within Bromcom and other systems including attendance, reporting, analysis, updating of student details etc.
- Efficiently manage filing and databases ensuring accuracy and full compliance with GDPR and in line with our Data Retention Policy
- Coordinate first aid and medical databases, ensuring medical care plans are accurately recorded and reviewed and in line with statutory guidance
- Support with the full administrative induction of new students into the academy to ensure they have a smooth transition



- Support with managing the free school meals databases and our online payment service ensuring debts are managed efficiently
- Liaise with NHS directly to manage and coordinate immunisations or assessments on site including communications with parents/carers and students
- Support with maintaining and updating displays and communications, ensuring consistency of our house style and in line with our brand guidelines
- Coordinate and provide comprehensive administration support for attendance, admissions, behaviour/exclusions, FSM, biometrics, immunisations, locker keys, post, student photos, reprographics, stock and supplies, lost property, SEN, events, and trips as required
- Provide general clerical and administrative support for the school e.g. photocopying, filing, emailing, completion of standard forms, respond to routine correspondence, producing letters
- Coordinate the administration support around our digital strategy to support with independent learning, developing robust processes for accurate monitoring and distribution

Other

- Carry out other reasonable tasks as directed by the Vice Principal – Business & Community, and the School Business Manager
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy, whilst maintaining confidentiality at all times
- Share best practice with the wider team and approach all tasks with a growth mindset
- Ensure the working environment is to a professional standard e.g. clear desk policy
- Contribute towards the wider academy objectives and improvements
- Support other operations when required
- Carry out first aid duties and undertaking fire marshal duties, if and when required
- Undertake exam invigilation duties, when required
- Undertake morning and afternoon playground duties, when required
- Operate the cashless catering tills, when required
- Cater and set up for meetings and events, if and when required
- Be willing to undertake appropriate training in line with contractual duties
- Be flexible in regards to working hours
- Attend and support out of hours' academy events e.g. summer fair, parents' evenings
- This job description is subject to change with the agreement of the post holder
- Deputise for the Office & Marketing Manager during their absence



Person Specification: Deputy Office & Marketing Manager

Qualifications

- NVQL3 or equivalent
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of running effective administrative systems
- Experience within the education sector is desirable
- Experience of data entry into databases and other IT systems
- Experience in using various software's and programmes is desirable
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills with an ability to multi-task and prioritising accordingly to meet all deadlines
- High level of proficiency and competency with Microsoft Office & IT programmes or a willingness to develop
- Forward thinking
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision

Personal Characteristics

- Genuine passion for and a belief in the mission and the Academy Culture Pyramid
- Deep commitment to Ark's mission of providing an excellent education to every student regardless of background and belief in the potential of every pupil
- Operates with a spirit of flexibility and optimism for opportunity
- Solution focused with a can-do attitude
- Analytical and conceptual thinker
- Personable, helpful, approachable, positive and the ability to stay calm and diplomatic under pressure
- Professional etiquette through all means of communication
- Excellent interpersonal skills with children and adults
- Able to take direction but also be able to take initiative when required
- Exercises sound judgment, especially relating to confidentiality and discretion
- Have a creative, curious, 'can-do' approach and a growth mind-set
- Have exacting standards and a keen eye for detail
- Keen to learn and further develop own skills and knowledge

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Disqualification by Association

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.