



Office Manager

Reporting to:	Operations Manager
Start Date:	July 2024
Location:	Ark Victoria Academy, Talbot Way, Small Heath, Birmingham, B10 0HJ
Contract:	Permanent
Working Pattern:	Fulltime. Term-time only plus two additional weeks to be worked in the school holidays
Salary:	Ark Support Scale Grade 8, Pay Points 20 – 28 (£30,295 - £36,648 per annum).
Closing Date:	16th May 2024 at 11:00am

Ark Victoria Academy is seeking a professional and organised **Office Manager** to join our **Admin Team**.

As Office Manager, you will play a key role in ensuring the administrative functions of the Academy run efficiently and effectively. You will supervise reception and administrative staff, systems and processes and will lead on school communications. You will also contribute to the planning, development and monitoring of support services, including coordination and delegation of relevant activities.

The right candidate will be an excellent team player and will demonstrate their ability to work well under pressure, in a fast-paced school environment. We are looking for an organised individual who will uphold the vision and ethos of the academy at all times, providing an excellent customer service.

If you are ready to add further value to our **Operations Department** and to work alongside a brilliant school leadership team, then you will find this job extremely rewarding.

The successful candidate will:

- ensure that a full range of excellent, consistent administrative support is delivered across the academy
- line manage a team of reception and administrative staff to ensure an effective and efficient support service
- have experience of setting up and running effective administrative and clerical systems within a school context

Ambitious

Resilient

Kind

About Ark Victoria Academy

Aim high, be brave, be kind, keep learning!

Ark Victoria Academy is a high performing school across all key stages, providing pupils with a unique journey in their education through the curriculum, personal development programme, student experience offer and the vast range of opportunities that we are able to provide as an all-through school. 73% of all grades awarded at GCSE 2023 are grade 4 and above, against a national figure of 68%. 67% of students gained a grade 4 or above for English and maths. At KS2 82% of pupils gained the expected standard in reading, writing and maths, against a national figure of 59%. 87% of our pupils achieved the expected standard in reading and 85% in maths. Our provisional P8 score of +0.55, which based on last year's results would place us in the top 20% of all schools.

Whilst being a large school, we are able to retain a family feel, to nurture our pupils through their schooling and ensure that they leave us with the skills and qualifications necessary to continue their journey of life-long learning in a university or career of their choice.

It's for this reason that Ark Victoria Academy was judged 'Good' by Ofsted in May 2019, with a strong emphasis on expert subject knowledge from our teachers, strong teaching and leadership and a focus on excellence for our students and staff.

Find out more about us on <https://arkvictoria.org/>

Why work for our school?

Hear what our teachers have to say about working at Ark Victoria Academy:

<https://arkvictoria.org/jobs/working-for-us>

- We take CPD seriously, which is why we offer twice the number of training days as standard
- Our school's 'Wellbeing Wednesdays' are a great hit – get in touch to find out more
- Our staff can take advantage of our on-site fitness suite
- Access to Ark Rewards scheme offering up to £1,000 a year in savings from over 3,000 major retailers
- Interest-free loans of up to £5,000 available for season tickets or a bicycles
- Gym discounts offering up to 40% off your local gym

For an informal, conversation about the role please contact HR Manager, Kelly Mubarik on 0121 393 4459 or k.mubarik@arkvictoria.org

How to Apply:

Please visit <https://arkvictoria.org/jobs/vacancies> and submit your application. Please note we will be reviewing applications on an on-going basis and this advert may close earlier than advertised depending on the level of response.

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Job Description

Management & Administration

- Ensure that a full range of excellent administrative support service is delivered across the school
- Take a lead role in planning, developing and monitoring operational systems, procedures and policies
- Line manage a team of reception and administrative staff to ensure an effective and efficient support service
- To ensure that a full range of excellent, consistent administrative support is delivered across the academy
- Establish a business-like office environment and promoting good relationships with staff
- To ensure that internal and external perceptions of the academy are managed and protected within favourable boundaries, maintaining confidentiality wherever appropriate. The post holder will need to liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy

School Operations

- Manage the health, safety and welfare of staff and other people on school premises as directed by the Principal/Operations Manager
- Support first aid cover and training, maintaining records and supplies
- Agree to receive training and be included on the first aid rota
- Support the management service contracts maintaining a register of contracts and maintenance agreements

Main Reception, Marketing and Communication

- Take responsibility for the school's social media presence, liaising with website managers, to ensure and maintain the excellent appearance and accurate/up-to-date content of the school website
- To ensure a welcoming and professional reception service is provided, to visitors and telephone callers
- Ensuring all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the academy
- To ensure all visitors comply with the Health & Safety policy and Safeguarding of children policies, and that appropriate records are completed
- To update and maintain details of visitors and contractors for the single central record
- To ensure incoming mail is distributed to the correct recipient and to receive, check and distribute deliveries
- To act as the senior and main contact for all parent enquiries
- Overseeing the production of parent communications, including letters, texts, emails, newsletters
- To liaise with parents and medical professionals where required if pupils are unwell
- To lead the admin team in providing an excellent front of house service provision and act in the role of senior receptionist

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy

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- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by your line manager.

Person Specification

Qualifications

- Relevant qualifications in office/business administration, desirable
- Maths and English GCSE at grade C or above (or equivalent)

Knowledge, Skills and Experience

- Experience of a senior administrative role or similar
- Experience of working within a school environment (desirable)
- Have experience of setting up and running effective administrative and clerical systems within a school context
- Line management or supervisory experience
- Excellent customer service skills
- Able to manage several projects at once, prioritising accordingly to meet deadlines
- Able to take ownership of tasks and work with minimal supervision
- Strong IT, systems, administrative and organisational skills
- Excellent written and oral communication skills
- Understanding of relevant legislation, policies and procedures, and the ability to apply this understanding to real situations

Behaviours

- Genuine passion for and a belief in the potential of every pupil
- A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and you understand how and when to take appropriate action
- Belief that every student should have access to an excellent education regardless of background
- Professional outlook, detailed orientated and able to multi task and meet deadlines
- A team player that can work collaboratively as well as using own initiative
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and demonstrates sound judgement

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

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.

Executive Principal

I am delighted and proud to welcome you to Ark Victoria Academy, a family school in the heart of Small Heath. I joined our academy in 2019 and am working hard with our pupils and staff to make sure our school continues to improve. We want to provide an excellent education for each and every one of our pupils.



As Principal, it is my responsibility to create an environment in which your child can become a confident, articulate, resilient and kind young adult. Our curriculum, enrichment programme and student experience days, help ensure our pupils learn, thrive and make progress. We are committed to preparing and supporting our pupils to go on to pursue careers they are passionate about, contributing positively to society and living happy, healthy and fulfilled lives.

Our school community works hard to ensure our values of being **ambitious**, **resilient** and **kind** underpin our work and are upheld by us all.

We know that all children can and will achieve success and our dedicated staff work hard to nurture, support and provide challenge, to make this a reality. We welcome and value the input of carers and parents; together, we work hard to help realise the dreams and ambitions of our children and their families.

Please take a look around our website to find out what we can offer your child. The best way to really understand our school is to experience it. I would love to show you around and answer any questions you may have.

Ms Ela McSorley, Executive Principal

Being part of the Ark network

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life. We know that great schools need great teachers, which is why we offer you the very best training and support at every stage of your career - from starting out as a trainee to running your own school.

Our highly-successful network of 39 schools educates over 20,000 students across Birmingham, Hastings, London and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

Ark schools prioritise six key principles: high expectations; excellent teaching; exemplary behaviour; depth before breadth; more time for learning; knowing every child.

Ark invests significantly in a number of professional development programmes which complement academy level training:

- The Ark training menu: we have developed a bespoke training menu, which is accessible by all staff in the network offering a wide range of training modules to staff in all roles
- Network support: schools share CPD, allowing us to share best practice and role specific training across the network, facilitated by in-school and central staff
- Ark staff receive 10 training days each year rather than five creating time to collaborate with subject specialists within each school and across the network

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Ark is at the forefront of changing education society through education. You can read more about how Ark is transforming lives through education [here](#).

Ark Safer Recruitment Procedure

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Disclosure

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.

Reference checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information.

Probation

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides the academy with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils.