



West Sussex County Council
Thomas A' Becket Infant School

Pelham Road, Worthing, West Sussex, BN13 1JB



JOB DESCRIPTION – Office Co-ordinator & Communication Lead (Sept 24)

- Core purpose:**
- To lead the front office team liaising with the Administration/Pupil Wellbeing Officers to ensure their tasks and responsibilities are well managed and the smooth running of the school's administrative, and communication systems and procedures are maintained.
 - To manage our social media channels and reinforce key PR communications across various digital and traditional platforms
 - To monitor, review and improve key administrative and organisational processes within the school
 - To provide administrative support to the Senior Leadership Team
 - To maintain confidentiality over all school issues, in particular in dealings with parents and outside agencies

Reporting to: School Business Professional

Hours: 29.5 hours per week, term time only - 9:00am – 4.00pm Mon and 9.45am – 4.00pm, Tuesdays to Fridays including half hour unpaid lunch, the timing of which to be agreed with the School Business Manager.

Grade: 5

Grievance officer: Headteacher

Key Tasks and Responsibilities

- To lead the front office team, overseeing workflow and liaising with the Administration/Pupil Wellbeing Officers to ensure their tasks and responsibilities are well managed and the smooth running of the school's administrative, and communication systems and procedures are maintained. This will include (but not be limited to) trips; clubs; admissions and transitions; events such as sports days, parent's evenings, productions.
 - Provide cover for the front office at key points and when doing this be the welcoming face of the school – dealing with parents, pupils, staff and visitors in a calm and polite professional manner, presenting a positive first impression of the school that is in line with its core purpose and values.
 - Liaise closely with colleagues in respect of workload and be flexible with working arrangements, when required, to support other administrative staff in the event of emergencies / unforeseen circumstances, ensuring a high standard of administrative support across the school.
 - Provide welfare support to children as required, including administering first aid and prescribed medication, comforting distressed children, assisting with children's personal hygiene needs as required, liaising with parents and teachers for sick children to be collected from school. From time to time, there may be a requirement to attend training for specific medical conditions and also accompany children to hospital in the event of an emergency.
- To manage our social media channels and reinforce key PR communications across various digital and traditional platforms
 - Take the lead role in co-ordinating internal and external communications
 - Co-ordinate and advertise school events/visitors
 - Manage the development and production of marketing material including the school prospectus
 - Maintain the school website including statutory documentation and school calendar ensuring information is available and up to date
 - Produce a high-quality school newsletter that fosters community engagement
 - Maintain Facebook page and whole school calendar
- To provide a first-class standard of administrative support to the Senior Leadership Team. This will include (but not be limited to): -



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- Ensuring that Disclosure and Barring Service (DBS) checks are held for all governors, students, volunteers etc. that require them. To instigate the on-line Disclosure and Barring Service (DBS) checks as required, ensuring correct documentation is seen and recorded, and to monitor progress of each application through to receipt and ensure the school's Single Central Record is updated.
- Ensuring that all Staff, Governors & Volunteers safeguarding & Prevent training is accurately recorded and updated as required
- Acting as CPOMS administrator, working closely with DSL's to produce reports and ensure all relevant information and paperwork is filed appropriately, and shared with appropriate staff. Deliver training on how to use CPOMS to staff when necessary
- Preparing fixed term suspensions/permanent exclusion paperwork as required by the Headteacher
- Planning & providing administrative support with events, such as parents evenings, new intake, SEN breakfast etc
- Hot School Meals. Oversee Parent Pay/Cypad systems and ensure administrative tasks relating to these systems are carried out e.g. informing new starters of ordering procedure, arranging trip lunches, overseeing numbers etc. Download daily sales figures from Cypad for Finance Team
- To co-ordinate and oversee the Reading Buddies scheme (volunteers) across the school
- Producing letters, documents and minute taking at meetings

Other Key Tasks and Responsibilities:

- To be aware of and act according to policies and procedures relating to child protection, pupil behaviour, health, safety and security, confidentiality and data protection and report all concerns to the appropriate member of staff.
- To ensure school safety and security is maintained including signing in books for visitors, and to issue security badges to all visitors. To discharge specific responsibilities in the event of the fire alarm being raised (see latest Fire Evacuation Plan for details).
- To undertake any other duties which may be reasonably allocated by the Senior Leadership team appropriate to the role to ensure the smooth running of the school.

1. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
2. This job description is not necessarily a comprehensive definition of the post. It will be reviewed as necessary as part of the appraisal process, and it may be subject to modification or amendment at any time after consultation with the holder of the post
3. Because of the nature of this job, if you are successful in your application, you will be subject to a Disclosure and Barring Service (DBS) check before the appointment can be confirmed. This will be done by means of applying for an "Enhanced Disclosure". Disclosures include details of cautions, reprimands, or final warnings as well as convictions, spent or unspent.
4. You will also need to hold a current First Aid at Work qualification (3-day course). If this is not already held, then training will be made available to you, the date and venue may be pre-determined by availability rather than personal choice.
5. Every member of staff has a responsibility to safeguard and promote the welfare of children.
6. Overtime: By arrangement and consent of the School Business Manager
7. The post holder is required to respect the confidentiality of all matter relating to the school, pupils and staff
8. The post is subject to the satisfactory completion of a 6-month probation period. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.



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PERSON SPECIFICATION – OFFICE MANAGER & COMMUNICATION LEAD

Attributes	Essential	Desirable	How identified
<p>Qualifications and Experience</p>	<p>Good standard of education – attainment of 5+ GCSE or equivalent to include English and Maths Grade C or above</p> <p>Previous administration / experience.</p> <p>Experience of keeping accurate records (paper and electronic) and of dealing with information of a confidential nature.</p> <p>Excellent IT skills including Microsoft Office software – Word (including mail merge), PowerPoint, Excel, Outlook, and use of the Internet</p>	<p>Experience of working in a school office environment</p> <p>Experience of Bromcom; CPOMs, Insight</p> <p>First Aid at Work (3 day) qualification (training will be provided if necessary).</p> <p>Experience of organising & minuting meetings.</p>	<p>Application form/interview</p> <p>Interview task</p> <p>Certificate check</p> <p>References</p>
<p>Skills and Abilities</p>	<p>Excellent communication skills; listening, written and spoken.</p> <p>Excellent literacy skills, i.e. grammar, punctuation, spelling.</p> <p>Ability to take accurate and well-structured minutes</p> <p>Able to work independently and on own initiative, and to remain calm under pressure.</p> <p>Ability to communicate with a range of audiences, including staff, governors, pupils and parents. Calm and polite telephone manner</p> <p>Ability to manage competing demands and prioritise and manage own workload to meet deadlines</p> <p>Ability to plan, review and develop office systems</p>		<p>Application form</p> <p>Interview task</p> <p>References</p>



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Personal Qualities	<p>Integrity, Impartiality and Confidentiality</p> <p>Excellent people skills, demonstrating patience, tact and sensitivity. Sympathetic to the needs of others, but pleasantly persistent when necessary.</p> <p>Friendly, open and positive disposition with a 'can do' approach.</p> <p>Positive attitude to participate in further training and development opportunities offered by the school and county, to further knowledge</p> <p>Willingness to learn and ask for advice</p> <p>Ability to work well in a team with a flexible and co-operative approach</p> <p>An enjoyment of working with children and families.</p> <p>Hard-working and conscientious and punctual. Flexible approach to working hours.</p>	Able to demonstrate a commitment to equal opportunities	Interview and references
Safeguarding	<p>In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children including: -</p> <ul style="list-style-type: none">• Motivation to work with children and young people• Ability to form and maintain appropriate relationships and personal boundaries with children and young people		Interview References