

**POSITION DESCRIPTION - TAIKURA RUDOLF STEINER SCHOOL, HASTINGS
OFFICE MANAGER**

Date: February 2017

Position title: Office Manager

Position size: Full time

Responsible to: Principal

Responsible for: Reception staff
Communications staff
Admin staff

Functional Relationships With	Principal Finance Manager Property Manager Management Group All Staff Kindergartens Board of Trustees Trust Board Class Parent Liaisons Tenants of Taikura House Community groups
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Key Aims of this Role:

The Office Manager is responsible for creating and maintaining a positive and effective hub for parents, students, teachers, kindergartens and others in the school's network. This is a key position in the many and varied aspects of Taikura.

Being an Integrated School, the Office Manager needs to carry a clear understanding of the school's Special Character, and how it can be upheld and promoted through the school's office work.

The scope of the role therefore covers three distinct areas of responsibility:

1. Office Team Leadership

- Creating an office vision and a constructive, positive office culture through effective communication, meetings and teamwork
- Awareness of school priorities that informs the busy-ness of daily work
- Liaising with Finance Manager and connecting to their focus so that always two people know and understand financial processes and deadlines
- Liaising with Property Manager/Caretaker and being a champion to their focus and effectiveness

- Participating in the Management Group
- Reviewing office systems so these stay current and effective
- Manage the Office Team day-to-day

2. Community and Stakeholder liaison and communication

- Developing a strong overview of the school's communication strategy (under development during 2017) and implementing that strategy
- Overseeing the production of the Parent handbook, the Teacher handbook, and the weekly Grapevine
- Overseeing the TRSS website so that information is current and accurate, and it is easy to access
- Working with Class Parent Liaisons
- Seeking out opportunities for community support and engagement
- Maintain oversight of enrolment policies and procedures for the kindergartens and school to ensure enrolments are maximised
- Work with ITC staff to ensure that school drives and databases are working efficiently and effectively
- Working with both Trust and Board of Trustees

3. Principal executive support

- Sorting of priorities and engagements
- Overseeing and trafficking of correspondence (emails, returns, MoE requirements and letters) and responding where appropriate as directed by the Principal
- Secretarial support for principal
- Keeping abreast of engagements, milestones, deadlines and priorities and advising / supporting the Principal in this
- Ensuring that school documentation is up to date as directed by the Management Group

Other Duties as Required

As a dynamic organisation, this role will from time-to-time be expected to do additional projects and tasks, as discussed with the Principal.

AREA OF RESPONSIBILITY	KEY ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
1. Office Team Leadership	<ul style="list-style-type: none"> • Hold a clear a strategic view of school priorities and promote this so informs the busy-ness of daily office work • Participate in Management Group meetings • Collaboratively articulate an office vision and values and develop a constructive, open office culture • Build a style of open communication, effective meetings and engaging teamwork in the office • Liaise with the Finance Manager to connect to and support their financial processes and deadlines • Liaise with the Property Manager to connect to and support their processes • Regularly review office systems and equipment so these stay current • Manage the Office Team day-to-day including leave and other matters 	<ul style="list-style-type: none"> • Everyone on the office team shares a sense of focus and contribution in the office vision – how what they do matters • The Management Group is well connected to current financial and administrative information and issues • Everyone in the office team connects to the office vision and values in their day-to-day work so that feedback from office ‘customers’ (teachers, parents, students etc.), reports a constructive, responsive and friendly service. • Office team meetings happen monthly, and serve to engage and inform office staff • Office support staff receive constructive feedback as a source of positive reinforcement and improvement (including annual performance appraisals) • Difficult/ challenging situations are met with effective communication skills that resolve issues quickly • Office systems, processes and equipment are safe, effective and efficient and used consistently by all office staff
2. Community and stakeholder liaison and communication	<ul style="list-style-type: none"> • Provide administration support to the Trust and Board of Trustees in their strategic work • Work with the Board of Trustees communications subcommittee in development and implementation of TRSS communication strategies • Oversee and contribute to the production of the Parent handbook, the Teacher handbook, and the weekly Grapevine • Work alongside current dedicated staff member on Website with a view to taking a leadership role 	<ul style="list-style-type: none"> • The Trust and Board of Trustees are supported and informed by the wider management group • The Parent handbook, the Teacher handbook, and the weekly Grapevine all reflect the school’s style and identity • The Parent handbook, the Teacher handbook, and the weekly Grapevine promote an informed connection from parents and teachers • The school website is current and accurate, and information is easy to access • Class Parent Liaisons participate in termly communication sessions

AREA OF RESPONSIBILITY	KEY ACCOUNTABILITY	KEY PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> • Work with and engage Class Parent Liaisons, recognising they are a key group for effective and consistent school-wide communication and engagement • Seeking out opportunities for community support and engagement • Maintain oversight of enrolment policies and procedures for the kindergartens and school to ensure enrolments are maximised • Work with ITC staff to ensure that school drives and databases are working efficiently and effectively 	<p>that you facilitate - so they are well informed and supported in their role</p> <ul style="list-style-type: none"> • You are the recognised, effective anchor point for community liaison • The school has an appropriate profile locally • The kindergarten and school enrolment procedures are clear and implemented • KAMAR (Student Management System) database is up to date and fully utilised • School ITC drives are clearly delineated and managed to ensure privacy and effective use of information for the core business of the school
<p>3. Principal executive support</p>	<ul style="list-style-type: none"> • Overview Principal priorities and engagements • Oversee and traffic Principal correspondence (emails, returns, MoE requirements and letters etc.), respond as appropriate • Provide secretarial support for principal • Keeping abreast of engagements, milestones, deadlines and priorities and advising / supporting the Principal in this • Ensuring that school documentation is up to date as directed by the Management Group • Be discrete with confidential information both during and after employment at TRSS 	<ul style="list-style-type: none"> • The Principal is supported to stay strategic and have adequate time for key priorities • Principal correspondence is timely and consistent • Meetings involving the Principal are well focused and informed • The Principal has timely access to quality secretarial support • You know where the Principal is, why, and what the issues are • The Management Group is confident that school documentation is up to date in both hard and electronic form • Trusted for your discretion and confidentiality • Maintains a professional manner as befits the role
<p>4. Personal/ Professional development</p>	<ul style="list-style-type: none"> • Develop strengths and skills to an identified professional development plan 	<ul style="list-style-type: none"> • You are learning and developing your skills and ability to be effective in your role.

Knowledge/Qualifications and Experience Required

- A working understanding of Steiner education (including Early Childhood) and the school’s Special Character
- Previous business management and team leadership experience
- Track record of engaging written and spoken communication
- Proven competence in working confidentially
- People management and development skills – bringing out the best in others
- Expert office skills (use of Word, Excel, PowerPoint; database management software); filing systems design and maintenance
- Track record of achievement and high capacity
- Skills in problem-solving and decision-making
- Meeting facilitation and participation skills that create opportunities for collaboration, teamwork and effective decisions.

Behavioural Competencies

- Professional
- Results Orientated
- Strategic focus
- Problem solving
- Initiative taking
- Team player as well as team leader
- Approachable, well developed inter-personal communication skills and manner
- Motivated
- Positive
- Interpersonally intuitive
- Adaptable
- Achievement Orientation
- Collaborative
- Carries a Service orientation
- Self belief
- Open to feedback and ideas for improvement

Signed by Employee:

Name:

Date:

Signed by Reporting Manager

Name:

Date:

Review Date:
