# CHESHIRE WEST AND CHESTER BOROUGH COUNCIL

# JOB DESCRIPTION QUESTIONNAIRE

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| **JOB TITLE** | **Office Supervisor (Secondary School)** | **JOB REF NO** | **AAAE5228** |

**BASIC JOB PURPOSE**

To supervise and prioritise the work of the main office, Student Services Office and Reception desk for the School. Under the line management of the Assistant Headteacher, and working alongside the Educational Welfare Officer, the postholder will manage the school’s attendance system and to provide support to students and parents.

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| **NO** | **MAIN RESPONSIBILITIES** |
| **1** | Supervise the provision of a high-quality Reception Desk, Main School Office and “Student Services” office for the School and to manage the Receptionist tasks which are:   * Act as first point of contact for visitors to the school and those making telephone contact. * Ensure that all telephone messages are recorded and passed on to appropriate colleagues; * Ensure that all visitors sign in/out and are issued with the appropriate passes in line with Safeguarding. |
| **2** | Prioritise and manage the flow of work in the Main School Office, Reception and Student Services desk to ensure agreed deadlines are achieved and to ensure their motivation, development and effectiveness, and carry out annual Performance Reviews. |
| **3** | Manage the school electronic attendance and tracking system (Arbor). Have overall responsibility for managing registers, taking calls and responding to emails. Contacting home where required to establish reason and nature of absence |
| **4** | Liaising with the tutors, pastoral staff, parents, and outside agencies and supporting the Educational Welfare Officer regarding pupil absences to promote full attendance. |
| **5** | Provide regular statistical data for the Senior Leadership Team and reports to the DfE, Public Health, Form Tutors, Pastoral Leaders, and the Education Welfare Officer |
| **6** | Liaison with School’s Education Welfare Officer, Public Health, Year Leaders and Form Tutors to ensure alignment and consistency of service provision Year Heads and Form Tutors. |
| **7** | Provide a word processing service to SLT and Year Leaders to produce documentation for circulation in School and for distribution to parents. |
| **8** | Proactively supervise a range of administrative duties including general filing, production and amendment of set lists, amendments to schemes of work, preparation and distribution of memos and standard letters. |
| **9** | In the absence of the Head’s PA, to provide confidential secretarial and PA support and to provide secretarial support to other staff as required. |
|  | Notwithstanding the detail in this job description, in accordance with the School's/Council’s Flexibility Policy the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job. |