



Clifton High School

CANDIDATE INFORMATION
SCHOOL OFFICE MANAGER AND SLT
SUPPORT



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BEYOND A SCHOOL, a place to belong



AN INTRODUCTION TO OUR SCHOOL

Clifton High School is future-focused with traditional values. Located in the heart of the beautiful and picturesque Clifton Village in Bristol, we are a mid-sized, all-through, independent school, educating boys and girls aged 3-18 years.

‘Realising Individual Brilliance’ is more than a tagline at Clifton High School; it is an aspect of education we truly believe in and see exemplified every day. Each child's unique talents and qualities are nurtured and celebrated in ways bespoke to them as an individual.

Clifton High School is renowned for its strong pastoral and family ethos. The safety and well-being of each pupil is our priority, ensuring emotional and personal development is given the same level of importance as academic achievement.

Our community rapport, teacher encouragement and continuous support create an atmosphere where children and young people develop happily and progress successfully. Parents often comment on the excellent relationships between staff and pupils as “relaxed yet always respectful”.



JOB DESCRIPTION

Job Title: School Office Manager and SLT Support

Department: Business Support

Reports to: Executive PA to the Head of School

PRIMARY PURPOSE OF THE ROLE

This role will provide a focal point for the administration of the School Office and ensuring a full support to members of the Senior Leadership Team (SLT), particularly Deputy Head Pastoral, Deputy Head Staff and Head of Infant and Junior School.

As the School Office Manager they will demonstrate leadership and strength, with an awareness of the responsibilities and workload of the team ensuring that they all take full ownership and accountability for their roles.

As one of the first points of contact at the School, they will possess excellent interpersonal skills, have a high standard of presentation and be confident and proficient in delivering a high level of customer service. The successful applicant will be adaptable and have the capability to remain calm and approachable in the busiest working environments, whilst maintaining high standards. They will be a self-starter, willing to learn and understand the different requirements of the role, and committed to providing a first-class service to parents, visitors and members of staff.

SAFEGUARDING

Clifton High School staff will be committed to safeguarding and promoting the welfare of children and young people across this 3-18 School, both in and out of the School when in their charge and care. They will also ensure that any volunteers they have engaged to work with the children and young people are also committed to safeguarding and are fully aware of the School's policies and procedures beforehand.



TERMS AND CONDITIONS OF THE ROLE

This is a predominantly term time role, with 20 additional days to be worked in the holidays. The role is 40 hours per week Monday to Friday. Each working day includes a 30-minute lunch break, which is unpaid.

Term time hours are 8.00am to 4.30pm.

Hours to be worked during school holidays (20 days total) are 9.00am to 3.00pm.

Attendance at key annual School events and CPD days forms an important part of the role and is required.

As School Office Manager, you will oversee staffing arrangements to ensure the School Office is appropriately covered between 7.30am and 6.15pm during term time. This may occasionally require flexibility in working hours, with any additional time worked being returned as time off in lieu.

There is a pension scheme for all Business Support Staff, and a School Fee Remission Scheme may also be available. All staff are entitled to a two-course daily lunch during term time and refreshments throughout the school day.

MAIN RESPONSIBILITIES

SENIOR LEADERSHIP TEAM SUPPORT

- Provide comprehensive diary management and administrative support to key members of the SLT, currently Deputy Head Pastoral, Deputy Head Staff and Head of Infant & Juniors
- Full CPOMS and attendance letter support to Deputy Head Pastoral
- Ensuring CPOMS log-ons and staff access are operational to meet ISI inspection
- Weekly CPOMS and SIMS reporting for Deputy Head Pastoral
- Provide pro-active email management for SLT members, acknowledging, forwarding, and actioning as appropriate
- Draft and type formal correspondence for SLT members
- Management of CPD days with Deputy Head Staff
- Assist SLT members with any presentations, projects and/or reports as required
- Prioritise the competing demands of different SLT members
- Complete procedural paperwork
- Support SLT led school events

KEY ROLE AS OFFICE MANAGER

- Line management of all School Office and Reception staff
- Running weekly office meetings
- Attendance at Health and Safety Meetings
- Arranging holiday cover rota to ensure all days are supported
- Ensuring all specific tasks in the holidays are completed and fairly distributed
- Liaison with SLT, parents and staff regarding Parents' Evenings. Including liaison with parents after the setup of both Infant & Junior and Senior School Parents' Evenings
- Management of External Exam Papers and Internal Assessments
- Maintaining the Emergency file
- Responsibility for management of Fire box, Evacuation box and Shred it



MAIN RESPONSIBILITIES CONTINUED

Working as part of the School Office team to:

Maintain Standards

- Maintain high standards of service to parents, visitors, pupils and staff at all times
- Ensure the telephone is answered in an appropriate manner and that all messages are dealt with to an agreed standard
- Ensure the entry buzzers are answered in an appropriate manner, maintaining the highest standards of safeguarding
- Respond to emails and enquiries to the School in a timely manner
- Control all stationery used at School
- Greet, assist and escort visitors and contractors as required
- Maintain and update notice boards in Gatehouse and nearby
- Oversee and redirect incoming and outgoing post.

Academic and Admin Support Duties

- Oversight of all school registration and attendance records together with SIMS support
- Support Office Administrators and Events Coordinator with a variety of tasks, as required
- Photocopying and laminating for academic staff
- Assist with administrative duties such as letters, mail merging, collating reports
- Create posters and certificates
- Support teaching staff where possible
- Support Ad Hoc project requests
- Supporting Events and Marketing
- Updating staff information, including pigeonholes.

COMMUNICATIONS

- Head of School, Governing Body, Deputy Heads of School, Head's PA & Senior Administration Manager
- Leadership, Marketing, Admissions, HR and Finance teams
- Members of staff across the School
- Current pupils and parents; prospective pupils and parents; friends of the School; visitors to the School
- External professional bodies.

The post holder will be required to act in a professional manner at all times, establishing good working relationships with colleagues.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post

PERSON SPECIFICATION

Skills and Abilities	• Demonstrate high level of interpersonal and written communication skills, including a good command of grammar • Diary management and scheduling skills • Excellent IT skills; proficiency in all Microsoft Office programmes • Proven outstanding administration skills • Ability to work proactively and to prioritise competing demands • Experience of working autonomously, problem solving and time-keeping skills • Excellent attention to detail • Ability to work as part of a team and build relationships across the School
Knowledge and Experience	Essential • At least one year working in an office or customer service-based role • Experience of organising diaries and arranging meetings Desirable • Experience or understanding of working with the aims and ethos of an independent school or charitable organisation • Experience of working with children and young people • A knowledge of Safeguarding in schools is desirable, although full training will be given • Knowledge of SIMS database system, to include input of student data and running reports • Experience using mail merge
Qualifications and Professional Development	Essential • A good standard of written English, minimum C grade at GCSE or equivalent Desirable • Attainment of level 3 qualifications or equivalent (eg. A levels, AVCE) • Administration qualification • Previous Safeguarding/First Aid/Fire Safety training
Personal Qualities and Competencies	• High standards of tact and diplomacy, with the ability to handle sensitive matters with the highest degree of discretion, with a full understanding of the need to maintain confidentiality in both written and verbal communications • Pragmatism, flexibility and resilience
Attitudes and Outlook	• Professional demeanour and a high standard of personal appearance • Boundless energy and vision • Ability to work under pressure and a capacity for hard work • Ability to appreciate the needs of the whole school • A 'can do' attitude, with ability to use initiative • Positive and proactive approach to continuous improvement

CLIFTON HIGH SCHOOL AS A BUSINESS

Just like other independent schools, Clifton High School is a business.

Our product is a high-quality, desirable education. To ensure we continue to provide the education and experience we are so passionate about, our business must be successful. This is largely down to fees; securing future pupils, retaining families, as well as maintaining and building upon the reputation we uphold.

Our parents are our customers, each making large financial and emotional investments in our School. As such, all employees are representatives of the School and play a part in its success.

With a flourishing and affluent Bristol population, the demand for an independent education is strong and highly competitive. To illustrate this, there are more independent schools within the city and its outskirts than anywhere else in the country, other than North London.

Clifton High School has learnt never to be complacent but to strive to keep competitive and ahead of the game. Our unique offering, together with co-curricular activities and personal and social development, is emphasised alongside academic excellence. Parents very much value this. Indeed, it is an important reason why they choose us.

Competition to attract pupils is high, and as such, we seek to appoint and retain staff of the highest calibre who act as ambassadors for the School, embracing and reinforcing our ethos and values.



BEING A CLIFTON HIGH SCHOOL EMPLOYEE

Working at Clifton High School involves a commitment to the vision, culture and heart of the School. All staff members work with colleagues to ensure that the School fulfils its aims.

Our pupils are fun, inquisitive, enthusiastic and rewarding. Staff are expected to share and champion this passion for bringing out the best in each one of them. Classes are small, allowing staff to not only strive to achieve the highest standards but also to make a significant contribution beyond them. All staff enrich and strengthen the wider life of the School by undertaking duties, offering and supporting activities or clubs. As role models for our young people, they are encouraged to show planned and focused career development.

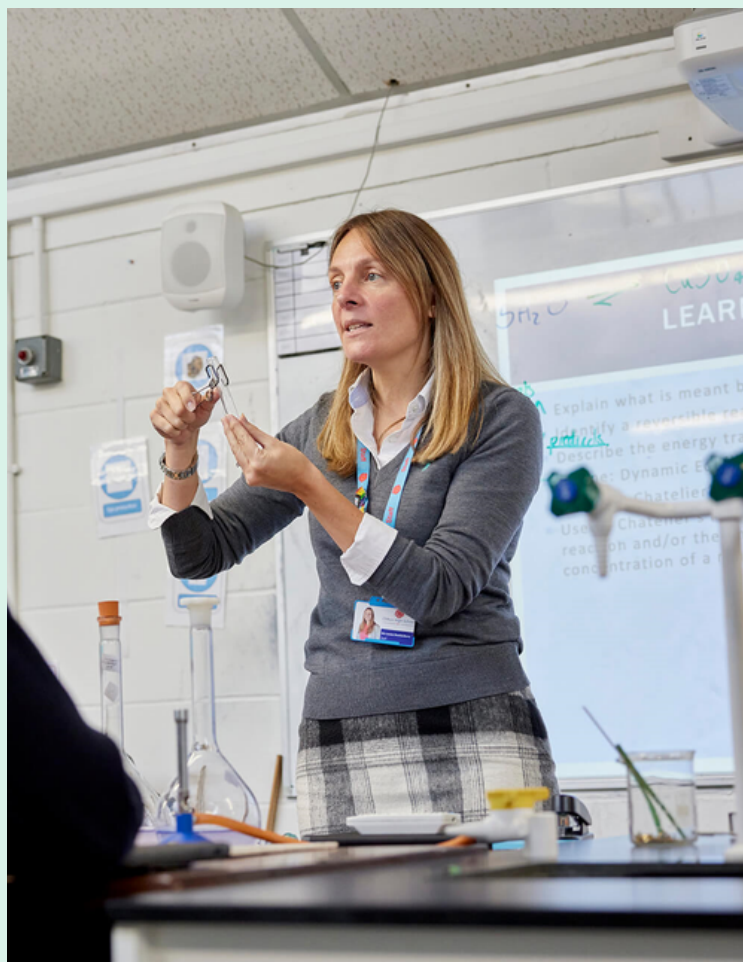
Focusing priority on excellence in the teaching and learning of our young people, as well as their personal development, staff are also encouraged to learn new skills and advance their own professional growth. Whilst Clifton High School encourages its young people to acquire skills, its staff must also lead by being open to new skills and knowledge.

We very much hope every individual, whether part of teaching, support, business administration or otherwise, to feel they belong to our Clifton High School community, sharing our common goal of the health, safety, well-being and education of our young people at its core.

‘Realising Individual Brilliance’ is not just for the pupils, but for everyone at Clifton High School.

What do we have to offer you?

- A committed and supportive staff community
- Motivated children with a desire to learn
- A drive to change and be better
- A culture of high ambition and excellent pastoral care throughout the school
- A history of embedded excellent best practice
- A creative and inspiring ethos with School values that our children and staff members carry with them for life
- Strategic, committed and supportive leaders
- Regular support and training to update skills
- Healthy and nutritious two-course lunch during term times
- ‘School Fee Discount Scheme’ for permanent staff members
- Regular staff socials



OUR VALUES



CURIOSITY

We educate our young people to be informed, inquisitive individuals with the ability and knowledge to use the art of questioning to explore the development of new, independent ideas. This, in turn, instils in them confidence and a lifelong love of learning.



EMPATHY

Relationships are enhanced when the value of love, for oneself and others, is achieved. This is something we encourage in all pupils, alongside a love of the planet we live on, the natural world around us and a passion for preserving it.



EMPATHY

The consideration of alternative perspectives is something we encourage in our pupils. It enables them to go out in the world with a desire to make positive change, through kindness, respect and understanding.



DIRECTION

We constantly support pupils to strive for ambition through a commitment and dedication to achieve personal goals that provide individual and personal direction, give purpose and drive motivation.

OUR STRATEGIC AIMS

At Clifton High School our strategy identifies six key areas that form the basis of our future:

- Pastoral Heart
- One School, One Team
- Beyond Academic Excellence
- Strong Community
- Secure and Successful
- An Environment to Thrive





Clifton High School

**THANK YOU FOR YOUR INTEREST IN
WORKING AT CLIFTON HIGH SCHOOL**