



# MOORLANDS COLLEGE

## Job Description

<b>Job title:</b>	Office Manager
<b>Reporting to:</b>	Director of Operations
<b>Staff reporting:</b>	Administration Team
<b>Based:</b>	Sopley, Christchurch, Dorset

### Purpose:

- To lead the College Administration team to maximise the efficiency of admin processes across the College
- To manage the College Reception to ensure a welcoming environment for those contacting the college in person, by phone or email.
- To support other College services and Facilities Manager in the day to day activities of the College.
- To support the Director of Operations with the safe, smooth, efficient and effective performance of College operational services and facilities.
- Take primary responsibility for the college's responsibility under the General Data Protection Regulation (GDPR)

### Liaising with:

- Director of Operations
- Members of the Administration team
- Academic and other College staff
- Students
- People contacting the College in person, by phone and email
- Admissions team
- Communications team
- HR Manager

### Office Manager duties include:

- Managing the Administration team, to coordinate and prioritise the administration tasks required of the College. Delegating and prioritising tasks in a dynamic environment, and ensuring the team are updated as to procedure or policy changes when appropriate.
- Overseeing GDPR accountability documentation and instigating regular reviews of these with staff members when needed. Maintaining up to date knowledge of GDPR UK legislation and acting as initial point of contact for advice, support and awareness of data protection matters, working with other staff to ensure compliance across the College.
- Organising the Admin team rotas (including absences due to holiday or sickness) to ensure sufficient cover to meet the College needs.
- Assisting with Finance and Administration paperwork where needed.

- Be a member of the Operations Management Team, attending meetings and providing updates to the rest of the Admin team.
- Supporting HR Manager by monitoring the completion of mandatory H&S training and new starter inductions.
- Ensuring the Fire Folder is kept up to date, and implementing processes that ensure roll call will be carried out by the Admin team.
- Supporting the Director of Operations (DoO) in the execution of their duties, deputising for the DoO when appropriate. This will include the overseeing of all College services and facilities and supporting day to day service and facilities issues.

**Including General Admin Team Duties:**

- Supporting other departments and staff with projects such as research, student communications and making reports.
- Handling general communications to staff and students, eg phone, e-mail and post and working with the ethos of the College communication plan.
- Monitoring and issuing of student, staff and visitor ID access cards, and ensuring appropriate access is given.
- Welcoming and signing in visitors.
- Answering and transferring calls.
- Handling staff and students enquiries.
- Collecting payments from students.
- Undertaking scanning and photocopying and laminating tasks for staff members
- Ensuring the stationery stock system is competently and effectively operated, including completion of annual stock checks
- Working within the College stationery budget in consultation with Director of Operations
- Using JotForms to create forms, gather appropriate data, and supply information when needed.
- Updating the College databases.
- Processing of daily incoming and outgoing post and parcels.
- Producing and recording of student attendance sheets.
- Mailing of prospectus to potential students.
- Booking vehicle hire for staff members.
- Updating digital signage screens.

Should be sympathetic to the ethos of Moorlands College as a Christian Training Centre.

**Person Specification**

**Office Manager**

	<b>Attributes</b>	<b>Essential (E) Desirable (D)</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE Grade A-C or equivalent in English and Mathematics.</li> <li>• A-level or Degree qualified.</li> <li>• H&amp;S qualification .</li> </ul>	<p>E</p> <p>D</p> <p>D</p>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of working in a busy office environment, and interacting with customers and colleagues face to face, online and on the telephone.</li> <li>• Experience of working in an environment managing multiple tasks, with changing deadlines and priorities</li> <li>• Experience of working with databases and electronic systems to monitor and interpret data as required by an organisation.</li> <li>• Knowledge of GDPR UK legislation and the practical implementation and monitoring required in an organisation.</li> <li>• Experience of managing others, preferably to build a successful operating team. Evidence of improving team performance, and developing individuals.</li> <li>• Basic H&amp;S knowledge and First Aid.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p>
<b>Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Good IT literacy, especially in Microsoft Office packages.</li> <li>• Excel Skills to process, monitor and interpret large volumes of data.</li> <li>• Good written communication in a variety of styles; reports, email communications to campus staff or students, or policy / guidance updates.</li> <li>• Good verbal communication to engage with team members, academic staff and students.</li> <li>• Competence in day to day prioritisation of tasks and delegation of activities to meet deadlines.</li> <li>• Coaching skills and Performance Management of team members and development / progression planning.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Self-motivated and enthusiastic to seek change and improvements to maximise efficiencies.</li> <li>• Approachable.</li> <li>• Reliable.</li> <li>• Team leader - modelling collaboration.</li> <li>• Values details and accuracy.</li> <li>• Confident communicator (verbally and written).</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>