



COLLEGE OFFICE TEAM LEADER SENIOR SCHOOL

The College and The Prep

The College consists of two inter-dependent fee-paying schools within a single executive structure. The Senior School [13-18], founded in 1841, is the oldest of the Victorian public schools and is predominantly a boarding school of some 730 pupils, including a Sixth Form of approximately 280 pupils. The Prep School [3-13] is largely a day school of some 420 pupils. Both schools are fully co-educational. The schools are situated in their own spacious grounds near the centre of Cheltenham and have fine academic records and a considerable reputation for sport, drama and music.

The Post

The College Office Team Leader is responsible to the Director of College Operations.

The role provides oversight of the administrative support of academic staff in College including supporting staff and pupils with reprographic and stationary needs and taking an overview of the workload to ensure a good balance is achieved across the team. The post also line manages the Senior Receptionist who in turn, oversees the management of the Reception team.

It is expected that the post holder will undertake a review of the function and will propose any necessary changes to improve the service during their first few months in post. This job description is indicative of the key important functions of the service but is expected to change in line with changes that the College Office Team Leader proposes and gains agreement for.

Job Description

1. Support the Compliance Function
 - Provide IT and administrative support for compliance across both the Prep and College.
 - Take minutes for Compliance Committee meetings (TBC).
 - Liaise with the Director of College Operations over pupil registration, ensuring that it is up-to-date and compliant and pursuing pupil absence.
2. Academic Support Administration and Management
 - Develop a good overview of the workload of the academic support function and use this to forward plan for an effective service including supporting colleagues at busy times.

- Build on the use of technology across the function to ensure efficient and effective information and collaboration and drive a programme of continuous improvement in the College Office service.
- Receive requests for support from academic colleagues and ensure that these requests are appropriately and fairly resourced across the team. Understand academic colleagues' priorities as needed to deliver to time and quality.
- Work with the academic secretaries to ensure peaks in workload are resourced and all of the academic support team work co-operatively.
- Co-ordinate with other administrative functions across College.
- Produce the weekly detention lists and liaise with the Deputy Head, Senior HsM (Housemaster/Housemistress) and HsMs over this list.
- Produce the termly staff duty rota in consultation with the Director of College Operations.
- Preparation and distribution of the pre-term Staff Bulletin.
- Prepare and send off pupil reference requests.
- Update and publish staff information lists.
- Administer pupil car driver list.
- Ensure the parents portal and calendar on the College website are up-to-date and accurate.
- Responsible for the production and turnaround of large mailings to parents (either personally or through others in the team).

3. College Office Administration

- Manage stationery and equipment orders and supplies as required by all College staff members and pupils including forward planning for busy times of year (notably the start of term) and specific events.
- Order printed stationery for the College, such as planners, calendars, business cards etc.
- Responsible for Common Room reprographic equipment, in liaison with the suppliers.
- Ensure material for the Parents' portal is uploaded as necessary.
- Reprographics for the Scholarship exams.
- Reprographics for bulk staff orders including assessing and advising on the most cost-effective method of reproduction.
- Monitor and manage cost effectively.

4. People Management

- Line Manager for the College Office team and Senior Receptionist. The Senior Receptionist will be responsible for the management of the Reception team, but the College Office Team Leader will act as a point of escalation for the team.
- Ensure appropriate cover of reception, post room and College office including managing holiday and sickness absence cover. During busy periods or in the event of staff absence, the College Officer Team Leader will be expected to provide Reception Cover if required.
- Manage the team's workload to ensure that their skills are recognised, developed and deliver value to College and that the team have fulfilling job roles.

Person Specification

- High level administrative skills and an eye for detail.
- Proven experience of running an office or line managing a team.
- Sound planning skills including a proven ability to schedule resources and to plan for and deliver longer term projects.
- Proven ability to delegate including working with virtual teams.
- Excellent communications skills including strong customer management and influencing skills.
- Ability to form strong working relationships at all levels and to manage expectations effectively.
- A flexible approach including the ability to adapt to different working styles.
- Excellent IT skills.
- Ability to remain calm under pressure.
- Event and project co-ordination experience is desirable, but not essential.

Terms and Conditions

- 37.5 hours per week (normally 8.30am to 5.00pm with an hour for lunch), although a degree of flexibility will be required.
- Salary: College Scale E to F, dependent on experience
- The post is for 52 weeks a year.
- School lunch provided (during term time only)
- Use of College sport facilities (at staff allocated times).
- Standard Support Plus Terms and Conditions including 23 days annual leave
- Subsidised health scheme membership (Benenden)
- Discounts and offers for College staff from local businesses and retailers

September 2022