



## Primary Office Manager

### Role Statement:

As a member of the Administration support team the Primary Office Manager is accountable to the Head of Primary and Deputy Heads of Primary and will carry out duties to support the Primary Division administration office.

### Essential Criteria:

- Highly developed English oral and written communication skills, which are effective in liaising with a wide range of people.
- Highly developed interpersonal skills with a demonstrated ability to establish effective working relationships with people from a diversity of backgrounds and the ability to liaise with all levels of staff, students, parents and wider community.
- Strong organisational, time management and record keeping skills and a flexibility to meet varying workloads at different stages of the year.
- Highly developed ICT skills and ability to use information and communication technology to manage assigned tasks. Proficient in Microsoft Office applications and a willingness to learn and be prepared to work with the school database system.
- Experience in working effectively, independently and unsupervised and as part of a team in an office environment, preferably in a secretarial and/or administrative role.

### Working Arrangements:

Working hours will be Mondays to Fridays, 7.30am to 4:00pm, 40 hrs pw with ½ hour lunch break, full time working hours, with 20 days of holiday taken in school holiday periods, as agreed with the Head of Finance and Operations *Flexible working arrangements and out of school hours attendance at school functions and Primary Division related events may also be required from time to time. Time worked out of the normal hours will be offset by a time in lieu or pre-approved payment arrangement upon submission of a timesheet.*

### Responsibilities

**The Primary Office Manager** plays a crucial role in ensuring the smooth operation of the primary office.

#### Key responsibilities will include:

##### Administrative Oversight

- Manage day-to-day office operations and procedures.
- Maintain office supplies inventory and place orders as needed.
- Organise and schedule meetings, appointments alongside the Primary Personal Assistant.
- Handle correspondence, including emails, phone calls, and mail.

##### Staff Coordination

- Supervise administrative staff and delegate tasks as needed.
- Assist with daily organisation of casual relief teachers.
- Along with the Primary Personal Assistant assist with onboarding new employees.
- Ensure compliance with AISHK school policies and procedures.

##### Financial Management

- Assist with the collection and collation of money from classrooms from special events like mufti days.
- Collate supply teacher timesheets to arrange reimbursement and work alongside HR staff.
- Liaise with accounting or finance departments for payroll and billing.

##### Facility Management

- Oversee maintenance of office equipment and facilities.
- Coordinate with vendors and service providers as needed.
- Ensure a clean, safe, and organised work environment.

**Providing logistical and clerical support for the Primary Division office** alongside the Personal Assistant Primary as directed by the Head of Primary and Deputy Heads of Primary, including the following specific duties:

- Assisting to provide effective and efficient operation of the Primary Division office by accurate and courteous responses to enquiries of a general nature by telephone, in person or electronically; and the recognition of the nature of enquiries, redirection to appropriate staff and recording and distribution of messages.
- Promotion of the school by appropriate greeting of community members and visitors to the school and attending to their needs in an efficient and courteous manner.
- Assisting with appropriate and timely provision of information to students and parents.



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- Assisting with school administration including typing, filing, data entry, photocopying and other office duties as required.
- Providing administrative support with student reporting, timetables and the management of specific annual programs such as the Primary camps and excursions.
- Collaborative work with other administrative sections of the school, in particular Secondary administration.

### **Professional responsibilities include:**

- Being a passionate, knowledgeable and proactive staff member with a commitment to wellbeing practices and positive psychology in education (i.e., PROSPER).
- Acting with integrity – being ethical, professional, and upholding and promoting the school values.
- Complying with all school policies and procedures, particularly those relating to safeguarding and child protection, equality and diversity, health and safety, behaviour, and data protection, reporting concerns to the Head of Primary.
- Contributing to a safe, healthy working environment through compliance with relevant OHS legislation.
- Seeking and undertaking professional development opportunities as needed.
- Participating in a performance management process as part of ongoing professional development.

*The above Duty Statement is set out as a guide only and is by no means exhaustive.*