



**Title:** Office Manager

**Reports to:** Executive Officer

**Team:** Administration Section

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### **Job Purpose**

Provide high-level support to the Principal and other school/residential personnel in the areas of: Administration support, Staff support, IT, Medical and Travel and Transport.

### **Key Responsibilities and Accountabilities:**

#### **Administration**

- Prepare reports, memos, letters and other documents, using word processing, spreadsheet, database, or presentational software
- Answer phone calls, respond to requests and/or direct calls to appropriate parties or take messages
- Conduct research, compile data, and prepare papers for consideration and presentation by the Principal, other staff and Boards of Trustees
- Compile academic testing data and keep the data base up to date
- Produce termly newsletter
- Attend meetings to record minutes as required
- Greet visitors and support them to feel welcomed and comfortable, determine what access they want to specific individuals
- Read and analyse incoming correspondence and reports to determine their significance and plan their distribution
- File and retrieve documents, records, and reports
- Pre-enrol students into e-Tap and set up master files
- Open, sort, and distribute incoming correspondence including emails
- Provide information to Principal, other staff and Boards of Trustees by telephone, in written form, e-mail, or in person
- Use computers and computer systems (including hardware and software) to enter data, or process information
- Develop and maintain constructive and cooperative working relationships with others, and maintaining them over time
- Communicate with people outside the organisation, representing the organisation to visitors and enquirers, the public, MoE, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail
- Ensure all MOE reporting is completed including: Enrolling students onto MOE database and school SMS; Ensuring MOE notification of stand downs/suspensions is completed and thorough on site files maintained; Ensuring restraints are reported on a weekly basis as per MOE requirements.
- Set up student files ensuring relevant information is distributed
- At all times ensure the safety of students and follow the procedures for emergencies

**Staff Support Liaison**

- Organise catering with our cook for any ‘special’ meetings
- Work beside the cook to ensure the council grading is up-to-date
- Oversee the responsibilities of the Westbridge Transporter, ensure that all transport duties are carried out efficiently

**IT**

- Interface with the external service provider for the ICT equipment, *trouble-shoot*, and have oversight of the facility’s equipment and network
- Assist all staff with ICT training and technical problems as needed
- Maintain the Westbridge School website and ensure that it is updated on a regular basis
- Chair the ICT Committee Meetings

**Medical**

- Liaise with whanau, Doctors and pharmacies when students require medication
- Pick up medication and complete paperwork for administration
- Maintain the register of medications held by the facility for both First Aid purposes and those held for individual students
- Assisting in the Sick Bay and dispensing medications according to the approved protocols

**Travel and Transport**

- Make travel arrangements for the Principal, other staff, students and family/whanau
- Ensure that the vehicle fleet is well maintained (including registration, servicing and insurance) and the policies related to the vehicles are adhered to

I agree to the undertaking of these responsibilities and accountabilities, and other duties that may from time to time be allocated by the Principal or other members of the Leadership Team.

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WRS OFFICE MANAGER

\_\_\_\_\_

Date

\_\_\_\_\_

David Bagwell: WRS PRINCIPAL

\_\_\_\_\_

Date

## Person Specification and Competencies

### **A. Eligibility, Qualifications and Office Manager Skills**

#### **Essential - Eligibility**

- A 'clear' Police Check.
- High level word processing ability.
- High level of competence in written and oral English.
- A valid New Zealand Work Permit.

#### **Preferred – Qualifications**

- Secretarial Certificate/Diploma.
- Hold a 'clear' current drivers licence (including the ability to drive a manual vehicle).

#### **Essential – Experience and Knowledge (for effective performance)**

- Experience:
  - Recent successful experience of working in office management positions.
  - Proven successful experience in work situations where personal presentation and customer services are important.
- Knowledge of:
  - Administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
  - Principles and processes for providing customer and personal services. This includes customer needs assessment and meeting quality standards for services.
  - Business and management principles involved in planning for property and information and communication technology needs.

#### **Essential – Relational Skills and Personal Qualities: Experience and Ability**

- Excellent interpersonal skills for the establishment of effective relationships with the staff of the facility, other professionals and families/whānau.
- Model the school's values of professionalism and work effectively as a team member.
- Ability to work collaboratively with the Principal and Leadership Team and to cooperate in matters of administrative support to others for the good of the facility.
- Open-minded, self-evaluative and adaptable to changing circumstances and new ideas.

#### **Essential – Other**

- Prepared to provide pastoral care services for students and to support staff in the management of students if requested.

**B. At WRS relationship building and best practice approaches for office management require the Office Manager to:**

- Be honest and ethical
- Be careful about detail and the thoroughness of completing work tasks
- Be accurate in calculations and advice-giving situations
- Be able to identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events
- Be reliable, responsible, and dependable in fulfilling obligations
- Be pleasant with others on the job and displaying a good-natured, cooperative attitude
- Be able to accept job structures and boundaries
- Develop one's own ways of doing things, guiding oneself with little or no supervision, and taking a high degree of initiative
- Be willing to take on responsibilities and challenges
- Be able to calmly and effectively manage high stress situations
- Be punctual and reliable
- Be sensitive to others' needs and feelings and being understanding and helpful on the job
- Maintain composure even in very difficult situations
- Be open to change (positive or negative) and to considerable variety in the workplace and adjust accordingly
- Be open to on-going learning
- Manage self positively in situations of pressure and intense interactions