

JOB DESCRIPTION

JOB TITLE:	Deputy Office Manager
DIRECT REPORTS TO:	Office Manager
LAST REVIEWED BY:	Managing Director
LAST REVIEWED DATE:	August 2021

The Deputy Office Manager is a key member of the team and will assist in the delivery of our supply teacher service. It is a challenging, but exciting role, which involves daily contact with our schools and teachers ensuring that we fulfil our existing business needs and assisting the Office Manager to help grow and develop the business further. The Deputy Office Manager will assist the Office Manager on a day to day basis and to confidently take a share in their responsibilities during any periods of absence.

Our belief is that "people buy from people" and as such the role will not be sales or target driven, instead the focus is on service excellence and relationship management and if these are done well, the business thrives.

MAIN RESPONSIBILITIES:

1. SCHOOL ASSIGNMENTS

- Responding to emergency, short and long-term requests from schools.
- Deploying the most suitable staff available; "putting round pegs into round holes."
- Completing all associated administration involved in the deployment of supply staff to a high standard.

2. RECRUITMENT & SELECTION OF SUPPLY STAFF

To assist the Office Manager with the recruitment of supply teachers (and teaching assistants) to ensure that there are sufficient supply staff of a high quality to meet demand at all times.

This includes:

- Initial telephone screening
- Interviewing on a face to face basis
- Pre & post-interview vetting
- Attendance at recruitment fairs, universities, local job fairs

3. BUSINESS DEVELOPMENT

To assist the Office Manager and the senior management team to help the business develop and grow.

4. CUSTOMER SERVICE

Maintain excellent relationships with school management teams and supply staff through providing excellent Customer Care at all times.

This includes:

- Contacting supply staff on a weekly basis to confirm availability
- Providing support to our supply staff and our schools
- Obtain and share feedback with supply staff

5. CPD

Attend local INSET days and CPD evenings organised by the Office Manager and the Managing Director for our supply staff.

6. RECRUITMENT AND ADMINISTRATION

To assist with office administration as required to facilitate the effective running of the business.

Duties may include:

- Answering the telephone and dealing with enquiries
- Maintaining up-to-date database records on all teachers and schools
- Paperwork and computer enquiries for the speedy vetting, registration and processing of all teachers, including applying for references, chasing outstanding paperwork, applying for and monitoring the progress of DBS checks (police checks), monitoring teachers safeguarding training records
- Entering bookings on database and recording on availability sheets
- Sending assignment confirmations to schools and teachers
- Arranging interviews



This list is not exhaustive and may change in order to facilitate growth and the effective running of the office.

PERSON SPECIFICATION

Factors	Description	Essential	Assessment
Experience	Experience of working at a similar level.	√	A/I
Communication skills	Communicate effectively, in a professional and confident manner with client schools and supply staff.	√	A/I
	An excellent telephone manner.	√	I
Role Skills	Strong admin skills.	√	A/I
	Attention to detail with the ability to work accurately.	√	A/I
	Excellent organisational skills.	√	A/I
	Good level of computer literacy.	√	A/I
	Able to analyse information and make informed decisions.	√	A/I
	Be prepared to take responsibility in the placement of teachers/TA's to schools.	√	A/I

Qualities	Prioritise, use initiative & work to set deadlines.	√	A/I
	Manage multiple tasks effectively in a busy environment.	√	A/I
	Confidence when working under pressure.	√	A/I
	Prepared to work both on your own and as a member of a team in a small open plan office environment.	√	A/I
	Influencing and negotiating skills.	√	A/I
	Drive, enthusiasm, ability to rise to a challenge and the determination to achieve success.	√	A/I
	Good personal manner and enjoy working with people.	√	A/I
	Quick thinking and effective from the moment you enter the office.	√	A/I
Additional Requirements	There is an element of visiting schools therefore the need to hold a driving licence and have regular access to a car is essential.	√	A/I

* A= Application form I= Interview