

**CHESHIRE WEST AND CHESTER BOROUGH COUNCIL
JOB DESCRIPTION QUESTIONNAIRE**

JOB TITLE	Office & Cover Manager (Secondary School)	JOB REF NO	AAAE5228
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BASIC JOB PURPOSE

To prioritise and oversee the work of the school's reception, student services and reprographics service. Provision of support to the school leadership team by arranging staffing cover and word processing service.

NO	MAIN RESPONSIBILITIES
1	Supervision of a high-quality Reception, Student Services and reprographics service for the school by ensuring visitors to our school receive excellent customer service.
2	Prioritise the flow of work in Reception and Student Services to ensure agreed deadlines are achieved.
3	Manage the work of the Receptionists and Student Services staff to ensure their motivation, development and effectiveness and carry out annual Performance Review.
4	Provide a word processing service to produce documentation for circulation in School and for distribution to parents, students and the community.
5	Provide general clerical and secretarial support including photocopying, to the teaching staff, including a photocopying service.
6	Access student records/timetables from the Arbor MIS database in response to queries.
7	Manage the cover system daily. Maintain paper and electronic records of staff cover, supply staff hours, INSET and personal leave.
8	Make changes to cover and rooms as required during the day in response to unforeseen circumstances.
9	Engage and deploy external supply teachers.
10	Monitor and develop the use of technology to ensure the efficient and cost-effective delivery of the support service. Ensure the school's website is up to date and relevant.
11	Development and implementation of office procedures in consultation with the office staff.
12	Input any changes to student's personal details, change of address, phone number onto Arbor.
13	Undertake other administrative duties to facilitate the smooth running of the school.
	Notwithstanding the detail in this job description, in accordance with the School's/Council's Flexibility Policy the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job.