

**JOB FAMILY – Administration & Operations**

Job Name	Office Manager (KJS)
Job Code	ADA-WTW-11
Job Summary	<ul style="list-style-type: none"> <li>• To organize and supervise all of the administrative activities to facilitate the smooth running of the school office</li> <li>• To assist in the area of site and facilities management and to ensure resources are utilized effectively, efficiently accordingly to ESF Governance</li> <li>• To assist in all aspects of the maintenance and development of the school site, buildings and facilities</li> </ul>
Main Accountabilities	<p><u>School Office:</u></p> <ul style="list-style-type: none"> <li>• To act as the initial contact for all issues related to the office team.</li> <li>• To manage and monitor daily operation of the office and where resources are utilized cost effectively and efficiently.</li> <li>• To oversee and manage the TG Attendance System in monitoring student absences on a daily basis.</li> <li>• To liaise and work closely with the Octopus Systems support team as well as the TG service support team on to maintain daily system operation.</li> <li>• Be the initial contact for all issues related to the site management in the General Office.</li> <li>• To provide team support in building and facilities projects and events on the school premises.</li> </ul> <p><u>Operations (Site, Buildings and Facilities):</u></p> <ul style="list-style-type: none"> <li>• To ensure that the environment of all classrooms is conducive to teaching and learning (all classrooms are adequately resourced, clean, well maintained and free from clutter); to be proactive in checking all classrooms on a regular basis.</li> <li>• To act as the initial contact for all matters related to school's site and facilities.</li> <li>• To act as the first line manager in managing and monitoring daily operation of the site team in maintaining the school a safe and healthy environment for teaching and learning where resources are utilized cost effectively and efficiently.</li> <li>• To monitor the performance of site service contractors and ensure the service contract terms are fully compiled.</li> <li>• To ensure the safe and smooth operation of the building facilities (electricity, water, etc.)</li> <li>• To coordinate site arrangement for all approved school or non-school events on site.</li> <li>• Conduct regular site walk and identify possible health and safety hazards and to come up with precautionary measures.</li> <li>• Source quotations and compile paperwork for site &amp; facilities related matters.</li> <li>• To coordinate with ESF FDD and ESF contractors on issues related to the school building repair and maintenance in maintaining the school a safe and healthy environment.</li> </ul>

<p>Main Accountabilities</p>	<ul style="list-style-type: none"> <li>• To assist on site arrangement, coordination and management with regards to outside hiring.</li> <li>• Assist in asset management including disposal</li> <li>• Promptly process of invoices received</li> </ul> <p><u>Planning (Site, Buildings and Facilities):</u></p> <ul style="list-style-type: none"> <li>• Draft, compile and organize operational manuals for school fixtures (e.g. Air-con plan, electricity plan, water meter plan, etc.)</li> <li>• Draft, compile and organize an internal service level agreement to services provided by site team with school's outsourced contractors inclusive.</li> <li>• Coordinate with ESF FDD on annual facilities checking (e.g. Fire services, water fountain, electricity, etc.) and maintain relevant records.</li> <li>• Ensure the school compiles with the facilities regulations and requirements.</li> <li>• Oversee the site security control and recommend enhancements if necessary.</li> <li>• Responsible for reporting and coordinating insurance issues with regards to damage/loss to school premises.</li> <li>• Responsible for planning, implementing and monitoring a medium and long term strategic plan for the school site maintenance and development that takes into account of the whole school redevelopment.</li> <li>• To work with ESF FDD to ensure that ongoing teaching and learning is not impacted by site issues.</li> <li>• Draft and compile the school Health and safety Manual.</li> <li>• Administer tender process for facilities related issues.</li> </ul> <p><u>Development (Site, Buildings and Facilities):</u></p> <ul style="list-style-type: none"> <li>• To explore energy saving opportunities for school utilities.</li> <li>• Assist to develop new rental opportunities to generate additional rental income.</li> </ul> <p>To perform other duties and assume accountabilities as apparent or as delegated, including mutually agreed upon objectives</p>
<p>Typical reporting relationship</p>	<p>Principal</p>
<p>Minimum typical education</p>	<p>University degree, preferably in business administration or general management</p>
<p>Minimum typical experience</p>	<p>5 to 10 years relevant experience</p>

<p>Core Professional / Technical Competencies required</p>	<p><u>Abilities</u></p> <ul style="list-style-type: none"> <li>• Excellent oral and written communication skills in English;</li> <li>• Reliability;</li> <li>• Initiative and follow up;</li> <li>• Problem-solving skills;</li> <li>• Project management ability;</li> <li>• Good IT skills including word processing, database and spreadsheet skills (experience of using Advanced Word, Excel, Access and PowerPoint is desirable);</li> <li>• Organisational ability</li> </ul> <p><u>Knowledge</u></p> <ul style="list-style-type: none"> <li>• Data handling regulations;</li> <li>• Data privacy regulations;</li> <li>• Telephone systems (technical knowledge);</li> <li>• Customer service</li> </ul>
<p>Core Soft / Transferable Competencies required</p>	<ul style="list-style-type: none"> <li>• Ability to work under pressure;</li> <li>• Negotiation skills/ working with difficult people/ customers;</li> <li>• Customer service</li> </ul>
<p>Development / Training to support job competencies</p>	<p><u>Development activities</u> <i>To be negotiated as part of the performance management process</i></p> <p><u>Relevant courses</u> <i>To be negotiated as part of the performance management plan</i></p>
<p>Notes:</p>	