



## Job description: School Services Manager

<b>Location</b>	Oxford Spires Academy
<b>Contract term</b>	Permanent
<b>Pay range</b>	Pay range: £32,061 to £42,839 Grade: NJC Scale Points 19–32 (FTE)
<b>Reporting to</b>	Headteacher

### Job Purpose

To lead and coordinate school-based professional services, ensuring the effective day-to-day operation of administrative and support functions across the school.

The School Services Manager acts as the senior operational professional within the school, leading administrative services, managing support staff and ensuring that school systems, processes and operational activities are delivered efficiently, effectively and in accordance with Trust expectations.

The postholder serves as the primary operational link between the school and Anthem's central professional services teams, ensuring effective coordination, communication and implementation of Trust processes and services at school level. The role is responsible for ensuring that information flows effectively between the school and central teams, that operational issues are resolved through agreed channels, and that Trust standards are consistently applied.

The role does not hold responsibility for the professional delivery, technical management or strategic leadership of centralised functions such as Finance, HR, Estates, IT, or Governance. Instead, the role is responsible for coordinating school-based activities, supporting implementation, maintaining local compliance requirements and acting as the key point of contact between the school and central teams.

Whilst the role does not hold direct responsibility for school budgets, financial planning or procurement, it is responsible for the effective coordination of operational, administrative and transactional activities that support the smooth running of the school.

### Main Duties and Responsibilities

#### Leadership and Management of School Services

- Allocate work, establish priorities and ensure the effective deployment of resources across school services functions.
- Support employee wellbeing, attendance management and performance management processes in line with Trust policies.
- Develop a culture of professionalism, accountability and excellent customer service.
- Ensure appropriate staffing and cover arrangements are in place to maintain continuity of service.
- Lead the implementation of new systems, processes and operational initiatives.



- Promote collaborative working across school teams and with central Trust services.

### **Professional Services Coordination (Anthem Model)**

- Act as the primary operational point of contact between the school and Anthem central teams, including HR, Governance and Compliance.
- Coordinate the delivery and implementation of centrally managed services at school level.
- Ensure accurate, timely and complete information is provided to central teams to support service delivery.
- Monitor progress of requests, actions and service issues, escalating where appropriate.
- Facilitate effective working relationships between school staff and central teams.
- Support the implementation of Trust initiatives, policies, systems and operational changes.
- Ensure school processes align with Trust expectations and operating models.
- Promote the consistent application of Trust policies, procedures and standards.

### **Operational Leadership and School Coordination**

- Support the Headteacher and senior leaders in the effective delivery of school improvement priorities.
- Coordinate the implementation of Trust-wide initiatives and operational projects.
- Identify operational risks, service issues and compliance concerns, ensuring these are appropriately escalated.
- Monitor the effectiveness of operational systems and recommend improvements.
- Develop and maintain business continuity arrangements.
- Lead the continuous review and improvement of administrative and operational services.

### **School Office and Administrative Services**

- Ensure a professional, welcoming and responsive service is provided to pupils, parents, visitors and external stakeholders.
- Manage school communications and enquiries, ensuring timely and appropriate responses.
- Coordinate school calendars, room bookings and operational schedules.
- Ensure effective document management, record keeping and administrative systems.
- Review administrative processes and implement improvements to increase efficiency and effectiveness.
- Produce operational reports and management information for senior leaders as required.
- Ensure administrative support services contribute effectively to the smooth running of the school.

### **School Operations, Events and Logistics**

- Coordinate key operational activities across the school.
- Coordinate operational arrangements for school events and activities, working closely with school leaders and relevant stakeholders.
- Coordinate school photography and visits from external providers.
- Support the administration and coordination of educational visits and enrichment activities.
- Oversee visitor management processes and contractor access arrangements.
- Coordinate deliveries, facilities bookings and day-to-day operational logistics.
- Coordinate school operational services, including catering liaison, educational visits administration, visitor management and facilities bookings.



- Ensure operational activities are delivered safely, efficiently and in accordance with school procedures.

## **School Communications, Marketing and Events**

- Coordinate school communications to parents, carers, staff and the wider community, ensuring information is accurate, timely and professionally presented.
- Support the delivery of the school's communication strategy and communication channels, including newsletters, letters, electronic communications and social media platforms where applicable.
- Coordinate content and updates for the school website, ensuring information remains accurate, compliant and up to date.
- Support the promotion of the school through marketing, admissions and community engagement activities.
- Coordinate arrangements for open events, transition events, information evenings, performances and other promotional activities.
- Support pupil recruitment activities by ensuring prospective families receive a positive and professional experience.
- Work with school leaders to promote and celebrate school achievements, events and successes.
- Coordinate the production of promotional materials, publications and school communications as required.
- Support relationships with external organisations, suppliers and community partners in relation to school events and communications.
- Ensure communications and marketing activities reflect the values, branding and expectations of both the school and Anthem Schools Trust.

## **Admissions, Pupil Administration and Management Information Systems**

- Ensure pupil records are accurately maintained and updated.
- Lead the effective administration and use of the school's Management Information System (MIS).
- Ensure pupil, staff and operational data is accurate, complete and compliant with statutory requirements.
- Produce management information and reports to support school leaders.
- Ensure appropriate data quality controls and system administration processes are maintained.
- Liaise effectively with parents, local authorities and partner organisations regarding pupil administration matters.

## **Human Resources Coordination (in liaison with Anthem HR)**

- Coordinate school-based recruitment administration, onboarding and induction processes.
- Ensure all pre-employment checks are completed in line with safeguarding requirements.
- Maintain school-based personnel records and HR documentation.
- Coordinate absence reporting and workforce information submissions.
- Ensure timely submission of staffing information to central HR teams.
- Support managers with the implementation of Trust HR processes and procedures.
- Act as the school's primary liaison with Anthem HR, escalating matters where appropriate.



- Support local wellbeing initiatives and Occupational Health referrals in liaison with Anthem HR.

## Compliance, Safeguarding and Information Governance

- Ensure administrative practices comply with safeguarding, data protection and statutory requirements.
- Maintain local compliance records and trackers required by the school.
- Coordinate responses to information requests and data protection processes in liaison with the Trust's Data Protection team.
- Ensure statutory information, policies and key documentation are maintained and accessible.
- Coordinate operational readiness for inspections, audits and reviews.
- Support the preparation of documentation and evidence for Ofsted, safeguarding audits and Trust reviews.

## Senior Leadership Support

- Provide high-level administrative and operational support to the Headteacher and senior leadership team.
- Coordinate meetings, documentation, reports and operational communications as required.
- Support the preparation of leadership reports, presentations, briefing papers and operational updates.
- Assist with inspection preparation, school improvement activities and strategic projects.
- Support the management of operational priorities and leadership initiatives.
- Where required, provide coordination support for the Headteacher's diary, correspondence, visitor arrangements and stakeholder engagement activities.

## General Responsibilities

- Work flexibly to support the needs of the school.
- Undertake any additional duties commensurate with the grade and nature of the role.
- Support a collaborative and integrated approach to professional services across the Trust.
- Comply with all Trust policies, procedures and statutory requirements.
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people.
- Promote equality, diversity and inclusion in all aspects of the role.

*These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.*

*This job description is a trust wide job description and therefore there may be some variation in the roles and responsibilities between schools and some of these responsibilities listed may not apply in every school. Any significant adjustments would be addressed on appointment.*

*The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.*