



TUDOR GRANGE ACADEMY SOLIHULL

OFFICE MANAGER

Job Description

Scale: NJC Grade 5 Point 12 – 17

Permanent

37 hours per week

43 weeks per year

**8:00am – 4:00pm OR 8:30am – 4:30pm
(Fridays finish at 3.30pm / 4.00pm)**

Core Purpose

Our vision is to provide a world-class education which develops the potential of all students, no matter what their starting point.

The aim of the Academy is to maintain high academic outcomes by creating an environment where every child has the desire and the opportunities to reach their academic potential, whilst develop as individuals who demonstrate the Tudor Habits and Values and who are able to navigate the various challenges of life with integrity, morality and kindness.

The Office Manager in Student Services is a key role in the Academy. The post holder will be responsible for leading the student services team of College Administrators to support the College Leaders and students at the Academy. The Office Manager will also take responsibility for administration linked to one college.

Specific Responsibilities

This list is not meant to provide a narrow definition of specific responsibilities but to serve as guidance.

- Act in accordance with and in support of the aims and policies of the Academy.
- Model high standards of conduct, confidentiality and resilience, particularly when managing challenging or sensitive situations.
- Contribute positively to the wider life of the school, supporting a culture of collaboration, inclusion and continuous improvement.

Office Manager

- Provide day-to-day leadership, line management and development of a team of **seven administrative and student services staff (including first aid function)** fostering high standards of professionalism and service.
- Oversee the operational delivery of all student services functions, ensuring consistent, accurate and timely support to students, parents, staff and external agencies.
- Manage office systems, processes and workflows to ensure efficiency, compliance and continuous improvement.
- Monitor performance, conduct appraisals and identify training needs to support staff development and succession planning.
- Ensure accurate maintenance of student records, attendance data and related documentation in line with statutory and school requirements.
- Coordinate cover arrangements, workload distribution and prioritisation to meet competing demands in a busy school environment.
- Identify training and development needs of the student services administration team.
- Lead and manage regular student services administration meetings and briefings.
- Quality assure documentation and correspondence.
- Manage the ordering of administration consumables and maintain financial records relating to the administration budget.
- Support safeguarding and child protection procedures, ensuring that office and student services staff understand and follow agreed protocols.

Provide support to students and their families

- Ensure a welcoming, calm and professional front-of-house environment that reflects the school's values.
- Track delegated tasks where required and monitor progress, chasing any documentation or responses not received and keeping the college leader informed as appropriate.
- Maintain student filing systems at the Academy (electronic and hard copies as appropriate).
- Maintain up to date information on the MIS.
- Complete procedures, all paperwork and information relating to detentions for students in the college.
- Act as the first line of contact between the college leader and any phone calls and requests from parents.
- Communicate effectively with students and parents / carers.
- Attend to students who require first aid where necessary.
- Supervise students who attend student services.
- Liaise with the college team and external agencies about students, as appropriate.
- Manage student attendance for students in the college, including maintaining and updating accurate attendance records on the MIS
- Manage and supervise sick and injured students and staff, administering first aid if required
- Support and coordinate the delivery of First Aid provision across the Academy, ensuring adequate cover, accurate record-keeping and compliance with health and safety requirements.

Provide support to senior leaders

- To take on PA responsibilities for the linked college leader, including organising their diary for all appointments and meetings and providing the college leader with documentation for diary events.
- To provide specific administrative support for the college leader's strategic responsibilities.
- Produce, disseminate and file all agendas and minutes for meetings involving the college leader as required.

Support for Academy events

- Undertake project management of projects / events assigned by the college leader.
- Manage the Office email account as required.

Support other admin teams in the Academy, including providing cover for student services and main reception areas (for breaks, lunches and absences on a rota system).

Any other duties in support of the Academy as reasonably decided by the Principal.

Line Manager	College Leader
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