

Job Description and Person Specification

DATE	SIGNATURE

Role

Office Manager - Pastoral and Community Services
Beckfoot Trust
Salary/Grade: Grade SO1
Reporting to: Headteacher



JOB DESCRIPTION

Corporate Responsibilities

- Manage and develop high-quality and effective business and administrative support services, in accordance with regulatory requirements, working with colleagues and supporting students to achieve top 10% outcomes in a remarkable learning environment.
- Adhere to the principles of alignment in the One Trust Contract
- Ensure probity, propriety and adherence to the Nolan Principles both in your personal conduct and throughout the Trust.
- Contribute to a culture of relentless improvement, where feedback is a gift
- Lead and uphold an individual and organisational commitment to safeguarding and promoting the well-being of children; being hyper-vigilant in all interactions with pupils and adults and reporting any concerns or suspicions, no matter how small, to the Designated Safeguarding Lead (Pupils) / Headteacher (Staff)
- Comply with all policies, procedures, working practices and regulations, in particular, Child Protection, Equality and Diversity, Health and Safety, Confidentiality, Data Protection, Financial Regulations in line with our Scheme of Delegation
- Be accountable to and carry out any reasonable request from the Headteacher / Line Manager

This is a school-based role that will involve contact with children

Key Duties and Responsibilities

- Plan, develop and implement effective administrative and organisational systems and services to support the school
- Manage the day-to-day operation of the school office, working with the team to provide prompt and effective solutions, advice, and services for pupils, staff, families, governors, visitors, community groups and other stakeholders as required
- Line manage and lead on recruitment, induction and appraisal of designated support staff, providing effective communication, training and mentoring to enable staff to carry out duties
- Be an ambassador for the school, promoting and supporting our ethos and ensuring a welcoming and responsive first point service of all enquiries and visitors
- Develop constructive relationships, support links and communicate effectively with a range of stakeholders internally and externally
Responsible for planning and implementing end-to-end procedures to manage pupil admissions, process appeals, support transitional and leaver arrangements, ensuring high standards of compliance in practice and effective communication with colleagues, schools / local authority and families
- Responsible for up-to-date and accurate pupil records, including pupil premium, pupil progress and medical information, providing analysis and reporting as required for relevant staff
- Support and maintain data and system security, liaising with IT staff and promoting compliance with GDPR procedures and training throughout the school
- Responsible for accurate and timely completion of School Census, assisting with Workforce Census and other returns as required
- Provide confidential administrative and organisational support to the Leadership Team, SENDCO and Local School Committee, clerking meetings and supporting with requirements, working closely with Trust colleagues, external agencies and community partnerships
- Responsible as budget holder for supplies and expenditure in administration and reprographics
- Assist with income generation, grant claims and debt management in line with Trust policies and procedures
- Develop and prepare report and management information with interpretation as required
- Support in maintaining the Single Central Record (SCR) in terms of supply staff and contractors
- Responsible for making daily absence calls to parents/carers and producing attendance reports for senior leaders

JOB DESCRIPTION

- Responsible for welfare and improving the attendance of assigned pupils, working effectively with colleagues, families and other relevant agencies/professionals
- Establish effective collaborative relationships with pupils, families, colleagues, local authority, and agencies externally to secure the regular attendance of all pupils through a broad range of strategies, promoting the school's policies
- Organise, deliver and evaluate a range of interventions and enrichment activities / programmes, providing encouragement, mentoring guidance and welfare support for pupils both during school hours and outside school hours
- Support home visits and follow up actions for targeted pupils
- Develop and sustain links with a range of community stakeholders including parents, other mainstream and special schools, health and associated agencies
- Undertake a lead safeguarding role alongside the DSL, acting as a named person where applicable
- Responsible for arranging supply cover
- Work with the Cluster Site Manager and Site Assistant to ensure that all facilities are safe to use, well maintained and risk assessed including the hydrotherapy pool
- Take a lead role in organising the Stay and Play activity scheme, arranging staffing, liaising with suppliers and management of the budget

Professional Development

- Be committed to own professional development, demonstrating the desire to be better tomorrow than you are today
- Establish and participate in training opportunities, meetings, and networks to support and maintain excellent skills, techniques and knowledge in role
- Seek feedback and act on it to improve performance within and beyond formal coaching and appraisal opportunities
- Actively engage in the school coaching offer and appraisal process

We are committed to safeguarding and promoting the welfare of children and we expect all staff to share this commitment. All successful staff will undertake an Enhanced Disclosure and Barring Service Check.

The Trust is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Advanced Threshold Fluency Duty Required

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the Advanced Threshold Level. The post holder should demonstrate they can:

- Express themselves fluently and spontaneously at length effortlessly.
- Explain difficult concepts simply without hindering the natural smooth flow of language.
- Take responsibility for promoting high standards of literacy, articulacy and the correct use of standard English in school.

Date: March 2026

This job description is illustrative of the responsibility of the post and not necessarily a comprehensive list of tasks. Post-holders are expected to undertake work in line with the level and pay band of the post determined by the Line Manager. The job description will be reviewed with the postholder in relation to need or on an annual basis through appraisal and whole Trust review of strategy and effectiveness.

PERSON SPECIFICATION

Office Manager – Pastoral and Community Services

	Essential Requirements	Desirable Requirements	How Identified
Qualifications	<ul style="list-style-type: none"> • Minimum of five GCSE (A-C/4+) including English and Maths or equivalent e.g. Adult Literacy/Numeracy at Level 2 • Relevant administrative / business qualification • Evidence of relevant CPD activities 	<ul style="list-style-type: none"> • First Aid certification or willing to work towards 	<ul style="list-style-type: none"> • Application
Experience	<ul style="list-style-type: none"> • Recent and successful experience of providing relevant services • Experience of using management information systems 	<ul style="list-style-type: none"> • Awareness of Multi-Academy Trusts • Managing a budget 	<ul style="list-style-type: none"> • Application • Interview
Knowledge, Skills and Ability	<ul style="list-style-type: none"> • Lead and work constructively as a part of a team to deliver excellent service • Excellent communication and interpersonal skills • Highly effective administration and organisational skills • Effective ICT skills within an office environment and knowledge of Microsoft Office • Knowledge of relevant policies and guidance and awareness of relevant legislation • Ability to analyse and interpret information • Ability to influence and lead others to solutions • The ability to set priorities to enable work to be done effectively under pressure and to meet deadlines • Ability to relate well and work effectively with children and adults • Recent safeguarding training or willingness to undertake • Strong planning and organisational skills 		<ul style="list-style-type: none"> • Application • Interview

PERSON SPECIFICATION

	Essential Requirements	Desirable Requirements	How Identified
Character/ Values	<ul style="list-style-type: none"> • High commitment to safeguarding and promoting the welfare of children • A belief in education and commitment to high levels of service to make a difference for young people • Commitment to the Trust agenda for inclusion, diversity, and equality • Driven by values and aligned to the seven principles of public life of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership • Humility: a recognition that the more you know, the less you know! Not being afraid to say, 'I don't know' • Emotionally intelligent: know when to direct and when to challenge • Present a positive perspective; able to listen and show awareness of other's sensitivities; have personal pride and lead by example • Understand the importance of work/ life balance • Resilient, flexible and hardworking 	<ul style="list-style-type: none"> • Interest in the Trust's wider role in the community 	<ul style="list-style-type: none"> • Application • Interview
Personal Circumstances	<ul style="list-style-type: none"> • Legally entitled to work in the UK • Able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 • Flexible to support out of hours activity on occasion • Ability to regularly travel between both Beckfoot Phoenix sites, therefore driving license and 		<ul style="list-style-type: none"> • References • Interview

PERSON SPECIFICATION

Essential Requirements	Desirable Requirements	How Identified
availability of a car essential		