

## Part A - Grade & Structure Information

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| <b>Job Family Code</b> | <b>7BF</b>     | <b>Role Title</b>                | <b>Office Manager</b>                    |
| <b>Grade</b>           | <b>S7</b>      | <b>Reports to (role title)</b>   | <b>Headteacher</b>                       |
| <b>JE Band</b>         | <b>228-268</b> | <b>School</b>                    | <b>St Andrew's C of E Primary School</b> |
|                        |                | <b>Date Role Profile created</b> | <b>May 2026</b>                          |

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

### Role Purpose

including key outputs

Provide high quality support to the senior leadership through effective administration and line management of the Office Assistant in support of the aims and strategic direction of the school.

Act as Personal Assistant to the Headteacher and undertake a full range of secretarial and administrative duties and specific projects to enable the school to function efficiently.

Key deliverables include:

- As Personal Assistant manage the Headteacher's appointments diary and meeting arrangements, handle confidential queries and issues, dealing with external agencies as needed, prepare and despatch correspondence and take meeting minutes where required;
- Liaise with senior management and other staff concerning priorities, deadlines, policies and procedures, and maintain effective communications systems both within the school and externally;
- Set up, manage and maintain administration and office systems including manual and computerised management information and retrieval systems, to provide an efficient, high quality, accurate and confidential administration service that meets data protection obligations; to include staff records on the relevant system i.e. HR information such as contracts/absence/training

- Deliver an effective data recording service and ensure all required reports and returns are completed efficiently and within deadlines e.g. the termly Census, logging onto CPOMS
- Maintain relevant sections of the school's Single Central Record in line with KCSIE guidance
- Administer pupil attendance to promote high levels of attendance and ensuring compliance with statutory guidance and school/local authority policy;
- Identify and work with individuals and groups of pupils monitoring and following up on all aspects relating to the attendance of pupils, and work closely with the pastoral team to support their interaction with parents/carers and other agencies to improve levels of attendance;
- Collate information with regard to the attendance of students who may be experiencing attendance difficulties in order to inform school, Education Welfare and parents/carers;
- Support HR procedures, (including but not limited to absence recording, pre-employment document checks, supporting the recruitment process) liaising with the Head of HR or named staff to ensure matters are processed in an accurate and timely fashion and in accordance with policy;
- Support the leadership team by co-ordinating with the Local Authority/Enlighten Learning Trust and other stakeholders and provide effective internal and external communications to staff, pupils and parents to support the efficient running of the school i.e. production of newsletters
- Lead the administration support team promoting teamwork and carrying out performance appraisals to ensure the smooth and efficient running of the school administration processes and procedures
- Administer pupil admissions, working with SCC Admissions SLA, and manage procedures relating to pupil transfers to the school in accordance with school/local authority policy
- Undertake general financial administration such as collecting and recording monies and assist in maintaining various school accounts in accordance with financial regulations and procedures;
- Administer the provision of school lunches, liaising with the kitchen, parents and staff
- Assist with pupil first aid/welfare duties;
- Support the efficient running of reception, managing telephone and face-to-face enquiries, and ensuring the school's security procedures for visitors are properly followed, to provide a courteous welcome to all stakeholders and visitors and promote a positive and professional image of the school
- Update the school website as required
- Organise appropriate local non-educational training e.g. First Aid for support staff within the school the school to function efficiently.

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|                                                                                                              | <ul style="list-style-type: none"> <li>• Prioritise and carry out a range of administrative tasks to support the smooth running of the school office, including arrangements for school events</li> <li>• Ensure GDPR compliance within the school's administrative function</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Enlighten Learning Trust Work Context and Generic Responsibilities</b>                                    | <p>This role is based at St Andrew's C of E School part of Enlighten Learning Trust. It is based in a centralised office and main reception in the main hub of the school, working as part of a team focussed on delivering the administrative support necessary for the day to day running of the school.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> <li>• Maintain confidentiality in and outside of the workplace</li> <li>• Be pro-active in matters relating to health and safety and report accidents as required</li> <li>• Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance</li> <li>• To carry out all such other duties as the SLT or your line manager may reasonably direct.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Line management responsibility</b>                                                                        | Office Assistant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Budget responsibility if applicable</b>                                                                   | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare reports/statistics/briefings to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.</li> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.</li> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li> </ul> <p>Work with others</p> |

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|                                                                                                                                    | <ul style="list-style-type: none"> <li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team’s objectives.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.</li> </ul> <p>Duties for all</p> <ul style="list-style-type: none"> <li>• Values: To uphold the values and behaviours of the organisation.</li> <li>• Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</li> <li>• Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</li> <li>• To have regard to and comply with safeguarding policy and procedure as appropriate.</li> </ul> |
| <p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>                                | <ul style="list-style-type: none"> <li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li> </ul>                 |
| <p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p> | <p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <ul style="list-style-type: none"> <li>• Previous experience of working in a school would be an advantage</li> <li>• First Aid qualification</li> <li>• Knowledge of Arbor MIS</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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|                     | <ul style="list-style-type: none"> <li>• Maintain a high level of accuracy and demonstrate attention to detail</li> <li>• Ability to adapt quickly to changing operational needs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Role Summary</b> | <p>Roles at this level support service users and/or staff as part of a specific service or team. They typically provide administrative or procedural support working on a broad range of routine activities within well established procedures. They will work in teams under the guidance of more senior colleagues and will be expected to be able to plan and organise their own workload on an hour to hour and day to day basis within clear procedures. They will need understand the objectives of the department sufficiently to allow them to manage time and sequence tasks so that they can support the work of others effectively.</p> |

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