



Office Manager and PA to the Head of School

Fixed Term (Maternity Cover) – 1st September 2026 – 16th July 2027

Grade:	NJC 23
Hours:	37 hours per week
Weeks:	Term Time Only + 5 Training Days
Immediate Supervisors:	Head of School
Supervision exercised:	Administration Assistants

To act as PA for the Head of School and to be responsible for day to day management of the school office and support staff, administrative systems, pupil information, personnel issues in respect of contracts, salaries, and timesheets for all staff. This will require flexibility and good self-organisation skills. To also liaise with the extended community of The Eden Academy Trust. The school role is currently 99 with numbers rising.

Internal:

Staff at the school and other schools within the Eden Academy Trust and at other schools, pupils, all levels of staff in the Local Authority, Local Health Board, Local Advisory Board and central staff at the Eden Academy Trust. The school role is currently 99, but numbers are expected to rise in the next academic year. Approximately 85 staff work at the school.

External:

Parents, visitors to the school, police, maintenance staff/contractors, suppliers.

George Hastwell is a school for children with severe and profound learning difficulties. As such, families at George Hastwell often have links with a number of different agencies – health, social care and education. The Office Manager plays a front-line role in dealing with parents on a day to day basis. The nature of the work is such that the Office Managers must display tact and discretion at all times and must make decisions when dealing with parents as to the best way to offer support. This could entail setting up a link or further meeting with any of the following:

- The Head of School



- The class teacher
- The creative therapists (music and drama)
- The physical therapists (speech, physio and OT)

Will be expected to have knowledge and understanding of the work of all the above and use his/her initiative in order to make the decision as to the best link to make.

General

The postholder will be required to have a thorough knowledge of administrative procedures, preferably in a school office, be well skilled in accounting, typing, word processing, computer applications and minute taking. This should include a working knowledge of Windows including an up to date version of Word and the Arbor school management system. The postholder will be required to show her/his initiative and the ability to respond sensitively when dealing with queries from parents - both over the telephone and face to face. The postholder will be required to decide whether to deal with such queries independently or refer it to the class teacher, head of department or the Head of School.

Admin Office Manager and PA to the Head of School - Main Scope of the Job:

Head of School / Senior Management Team and Finance Administration

- Provide administrative support as necessary
- Attend whole school staff meetings, multi professional, parent group meetings, SLT meetings and provide minutes as required.

Payroll

- First point of contact with staff for queries on contracts and payroll
- Collating and coordinating the pay of all supply staff (including family services) prior to sending off to SamPeople/ liaising with SamPeople, Family Services and Finance Officer – in the event of any problems/dealing with any queries from staff in relation to their pay (contracted staff as well as supply) / General support for Finance Officer.
- Administration of Pensions and dealing with Pension queries.

PERSONNEL ADMINISTRATION

- Be responsible for ensuring that all aspects of recruitment for teaching and non-teaching staff are carried out
- placing advertisements in the TES, local papers and the school website
- distributing application forms and school information to candidates



- planning the timetable for interviews with the Head of School of School
- Prepare offer letters, documentation
- process all necessary forms in relation to new employees in a timely manner
- liaising with Payroll and Personnel providers of any changes to personal details
- Maintain all staff personal files

Personnel responsibilities

- Provide a word-processing service for the Head of School as required, with accurately typed documents/correspondence, meeting deadlines as required
- Supply Teaching and Non-Teaching Staff: Be responsible for the maintenance of records of all supply staff used by the school. Check and pass for payment all supply staff claim forms.
- Set up individual contracts for all casual supply teachers, teaching assistants and SMSAs
- Act as point of contact for staff ringing in with sickness, note these calls, report these calls to the Head of School make calls to supply staff or agencies as appropriate. Also, to keep a detailed log of forthcoming absences of staff (hospital appointments etc) and inform the Head of School of staffing issues in relation to these absences
- Maintain a record of absences of Teaching and Non-Teaching staff and submit monthly returns to payroll provider.
- Receive weekly extra hour's time sheets for staff and ensure completion of returns on a monthly basis.
- Keep records and submit monthly absence insurance claims for teaching and non-teaching staff supply cover
- Attend, minute and word-process "Whole School Staff Meetings" for approval by Head of School. Ensure an approved copy is displayed in staff room within one week of meetings taking place.
- Supporting the Head of School with the implementation of the Managing Attendance processes.
- To manage the recording, monitoring and correspondence of all staff attendance in accordance with the School's HR Managing Attendance Policy and Special Leave policy and to record all annual leave.
- To be responsible for ensuring that all absence meetings are carried out within the correct timescales and to arrange and prepare the paperwork for contract reviews and disciplinary whilst liaising with Head of School.
- Absence Management – prepare return to work forms. Manage stage 1, 2 and contract review forms/meetings & deal with Occupational Health Referrals and prepare necessary paperwork.
- School Work Force census – ensure Arbor personnel is up to date for twice yearly returns
- Deal with pension queries from pension provider
- To be responsible for the booking of staff training courses as required and maintain a record of all staff training on Arbor, working with the CPD lead.
- To act as clerk for Absence Review Meetings.



- To minute and prepare paperwork for hearing and fact-finding meetings under the School Disciplinary Policy & hearings under the school's complaints and grievance procedure.

Disclosure Barring Service

- Maintain accurate DBS records
- Liaise with Head of School reviewing CRBs as required
- Ensure all staff/visitors at George Hastwell have the correct safeguarding checks prior to their visit.

Arbor:

- Undertake duties in connection with the intake and transfer of pupils, including the preparation and passing on of records
- Ensure parents/guardians complete "Parental Responsibility" admission forms to comply with DfE regulations.
- Ensure every pupil is allocated, or is received with, a Unique Pupil Number
- Ensure the maintenance of attendance registers and submit returns to LA eg. Census, Assessment, End of Year.
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- Maintain the School's Admission Register and Registry of former pupils. Keep all details on pupils on computer up to date in accordance with the Data Protection Act. Prepare and submit to the LA the on/off roll return and deal with any queries arising.
- Keep up to date staff contact and attendance details
- Maintain all confidential Teaching and Non-Teaching Staff computer records, keeping all information up to date in accordance with the Data Protection Act.

Dojo and ParentMail:

- Keep parents and staff up to date with the latest school information via email and text.
- Manage payments for uniform and school dinners.

School Entry System:

- Issue entry passes to visitors.
- Issue work passes to staff.
- Print off Evacuation report when necessary.
- Order supplies to maintain as required.

Schools Central Record:



- Maintain comprehensive record of all employees, LAB member, professionals and visitors to the School.
- Ensure all information is up-to-date as per requirements and available for OFSTED Inspections.



Staff Attendance:

- Update and maintain Absence Spreadsheet and accurately input the data into the Arbor personnel programme on the computer.
- Liaise with Head of School when a staff member is absent, advise the relevant class.
- Liaise with Head of School and staff regarding absence request/authorisation.

Inventory:

- Keeping an up to date Inventory for the school

Training:

- Produce an annual training plan in based on performance management data, in liaison with the Head of School.
- Using desktop publishing skills to design a George Hastwell staff development programme and materials for the academic year.
- Plan a staff development diary for the academic year.
- Responsibility for arranging outside speakers and workshops for the training
- Responsibility for the financial aspects of the training programme by preparing, despatching and monitoring the receipt and payment of invoices
- In conjunction with Head of School and senior staff, ordering all stationery and relevant materials to facilitate the training:
- Liaising with the Head of School and senior staff regarding the co-ordination of the staff development programme at George Hastwell
- Liaising with external agencies, speakers etc and dealing with all queries pertinent to the training:
- To prepare a training skills portfolio outlining George Hastwell's staffs skills and experience on a Arbor personnel database to produce related reports and analysis.
- Preparing an analysis and evaluation of all training events
- Delegate and supervise related tasks
- In relation to the coordination of the training & development programmes between Eden Academy schools:
 - To ensure the training calendars of all schools are coordinated
 - To ensure the costings of the courses run by each of the schools are consistent
 - To ensure the design & marketing of the courses is consistent
 - To ensure that the administration of the courses is efficient, professional and coordinated

General Office Admin as required including:

- Panic Alarm – answer and ascertain level of emergency and advise the appropriate member of staff.



- To receive any visitors to the school including parents, visitors, outside agencies etc.
- To be responsible for site security, ensuring that all visitors follow the policy for signing in and out.
- To promote an atmosphere that is warm and welcoming.
- To take/make telephone calls in relation to the day-to-day management of the school.
- To develop positive relationships with staff and children.
- To implement School safety Policies and Codes of Practice and at all times
- Have regard for the Health and Safety of yourself and others.
- Responsible for managing the Health & Safety / Accident Records and attending Health & Safety meetings, minuting and coordinating concerns with the Head of School / Director of Operations
- Responsibility for issuing a regular school newsletter and keeping information on the website up to date.
- Attending school staff/management meetings as required to take minutes

PA Duties:

- To carry out a variety of office duties as directed by Head of School
- To type letters, curriculum papers, and other documentation associated with the day-to-day running of the school.
- Ensure that refreshments and hospitality are arranged for visitors to the school as directed by the Head of School.

Website:

- Shared responsibility for the maintenance, design and development of information and reports on the school website e.g. newsletters, training courses, diary dates, teacher reports and parent information in particular.



PERSON SPECIFICATION

Admin Office Manager and PA to the Head of School

E = Essential

D = Desirable

How identified: Application Form = (AF); Interview = (I); References = (R) Task = (T)

Qualifications and Experience

1. Proven experience of using Microsoft Office (Word, Excel, Power Point, Outlook) (E)(AF,I)
 2. Proven practical experience of setting up and maintaining effective and efficient workflow and administrative systems (E) (AF) (I)
 3. Proven experience of working as an administrator with a significant level of responsibility (E) (AF) (I) (R)
 4. Proven experience of managing IT systems and the ability to resolve issues (E) (AF) (I)
 5. Experience of managing staff including supervision, appraisal, grievance and disciplinary procedures (D) (AF) (I)
 6. Typing or Word Processing qualifications eg. RSA II (D) (AF) (T)
 7. Previous experience in an education environment (D) (AF) (I)
 8. PA or senior secretarial experience (D) (AF) (R) (I)
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Skills, Abilities and Personal Attributes

1. Ability to compose written correspondence to a high standard and in fluent English (including grammar and punctuation) (E)(AF) (T) (I)
2. Ability and experience to manage diaries and timetables. (E)(AF) (T) (I)
3. Excellent communication skills and telephone manner, with the ability to resolve issues appropriately (E)(AF) (I)
4. Flexible, with the ability to work on own initiative and to tight timescales (E) (I) (R)
5. Proactive, organized and methodical, with an ability to grasp detail and complexity and reach appropriate resolutions (E) (T) (R)
6. High level of personal and professional commitment (E) (AF) (I)



7. The ability to build effective relationships throughout the organisation to inspire trust and confidence (E) (I)
8. The ability to take charge and manage a team and assist them in prioritising and organising their tasks (E) (I) (AF)
9. Knowledge and skills to prepare reports, minutes and general correspondence (E) (T)
10. Ability to plan and take on projects, carry out research and deliver results. (E, (AF), (I), (R)

Other requirements

1. Strict confidentiality of information (E) (I)
2. Commitment to personal professional development (E) (I)
3. Commitment to equality of opportunity (E) (I)
4. Strict adherence to Academy requirements re: Safeguarding and DBS (E) (I)