

Recruitment Guide

Office Manager

Location: King's Leadership Academy
Bolton

Contract: Permanent

Salary: Scale 5, SCP 12-17 (£29,542.00-
£32,046.00 FTE),

Start Date: End of September 2026



WELCOME FROM THE CEO

Shane Ierston Chief Executive Officer



At the Great Schools Trust, we hold a simple belief: our staff deserve the space, support and trust to do what they came into this profession to do. To inspire young minds and to shape the future with hope and purpose.

This year has reminded us of the extraordinary things that happen when we work together with shared belief and a deep commitment to helping every child flourish. Innovation has been at the heart of this, especially our new AI-powered assessment platform, which is now rolling out across the Trust. It is already saving teachers hundreds of hours each year. That is not just a technological achievement. It is time genuinely returned to you.

Less pressure, fewer late nights and more energy for the work that truly matters.

No teacher enters this profession expecting to battle endless admin. They choose this path because they care. Our responsibility, as a Trust, is to make sure you can keep doing what you love, supported, valued and encouraged every step of the way.

Over the past year, we have continued to build a culture where people feel heard, respected and safe to grow. Our recent Edurio survey placed us in the top ten trusts nationally for staff wellbeing and organisational values. This reflects the warm relationships, thoughtful leadership and collective purpose that define our community. It also speaks to the consistency across our family of schools. All our academies are judged Ofsted Good or higher, something we are proud of because it represents the everyday dedication of our staff.

As our people thrive, so do our students. Across our academies, we are seeing outcomes that challenge expectations and transform futures.

With 70 percent of students entering the English Baccalaureate and several schools closing the Progress 8 gap between disadvantaged and non-disadvantaged students, our belief in social mobility is more than a vision. It is becoming a reality.

If you are considering joining us, we would love you to know this: you are not just stepping into a job. You are joining a community. A community that invests in you, trusts you and stands beside you. You will be welcomed into a family that celebrates your strengths, supports your growth and believes in the difference you can make.

Credo, Credimus:
"I believe, we believe."

We believe in every child.
We believe in every member of staff.
And we believe in what we can achieve together.

Shane Ierston, CEO

Shane Ierston



GREAT SCHOOLS
TRUST





WELCOME FROM THE PRINCIPAL

Jason Roberts
Principal of Bolton



Welcome to King's, a non-selective free independent school in the state sector that is providing a world class education for the young people of Great Lever. King's Leadership Academy Bolton is founded on international research and traditional values with a huge focus on leadership and academic development.

Our vision is "To develop in each of our students the academic skills, intellectual habits, qualities of character and leadership traits necessary to succeed at all levels and become successful citizens in tomorrow's world".

At King's, we believe every child can succeed and that great teaching is the key to that success. This sentiment is reflected in our motto, 'Credimus', which, translated from Latin literally means 'we believe'.

We believe in appointing only the very best teachers and staff who are committed to serving the students and parents of this community. We believe in having the highest expectations of ourselves and our students, as well as accepting no excuses for underperformance. We believe that our school exists to shape the life chances of all our students in order that they can attend the best Universities or places of employment in the years to come. We believe in fully supporting our students throughout their education.

King's Bolton is unique, in that we have developed a highly personalised approach to our provision

and teaching. Our smaller class sizes and year groups afford us tremendous opportunities to truly nurture and develop the academic and creative talents in all our students.

As Principal, I am privileged to be part of such a fabulous team of staff who are 'mission driven' in their goal to ensure that the education provided here is second to none. I welcome you to the Academy and hope that you find the information in this pack informative.

Yours faithfully,

Jason Roberts



KING'S LEADERSHIP
ACADEMY BOLTON

King's Bolton. The place to be

A School on the Rise

- Rapidly improving with strong gains in behaviour, attendance and outcomes
- A calm, purposeful environment where teachers can teach and students can learn
- Clear routines, high expectations and zero ambiguity

Excellence, No Excuses

- An ambitious, knowledge-rich curriculum for every child
- No shortcuts, no ceilings – just high standards for all
- Teaching rooted in clarity, consistency and impact

Disruption-Free Classrooms

- Calm, disciplined behaviour that protects learning
- Strong systems that staff can rely on every day
- Leaders who back you – so you can focus on teaching

Character Built Daily

- Leadership and resilience woven into everyday school life
- A culture that develops confident, capable young people
- Students leave ready for the next stage – and beyond

A Serious Place to Build Your Career

- Weekly CPD that actually improves your practice
- Clear progression routes across a growing Trust
- A team culture: no micromanagement, just support and development

Why Join Us?

- Visible, values-led leadership
- High standards with real support
- A staff team that works hard, backs each other and gets results



Staff Benefits & Wellbeing

At our Trust, we are committed to creating an exceptional working environment where staff feel valued, supported and empowered to thrive. We believe that investing in our people is the foundation of outstanding education.

A Trust That Prioritises Staff Wellbeing

- A culture where staff wellbeing underpins decision-making
- Strong pastoral support and leadership that genuinely listens
- A collaborative, family-oriented environment across all academies

Professional Benefits & Career Development

- Highly competitive salaries that reward excellence
- Access to CredimusAI, saving significant time and reducing workload
- A personal device for all teaching staff to support professional practice
- Weekly leadership link meetings to support development and progression
- Clear career pathways, with rapid promotion for the right candidates
- Trust-wide collaboration, sharing expertise and supporting other schools
- Strategic input into our new building, shaping facilities for future generations

Health, Wellbeing & Personal Support

- Benenden Health membership (optional £15.50 per month), with day-one access to:
 - 24/7 GP and mental health helplines
 - Specialist advice for adult care, neurodiversity and disability
 - Fast access to diagnostics, physiotherapy, mental health support and cancer advice
 - Support for tuberculosis and selected surgical procedures (subject to eligibility)
 - No medical checks, excess fees or age-related pricing
 - Option to add family members at additional cost
- BUPA Employee Assistance Programme (Trust-funded), providing:
 - Counselling and emotional wellbeing support
 - Legal, financial and family care advice
 - 24/7 confidential assistance
- Generous occupational sick pay, maternity/paternity provision and family-friendly policies

Financial, Lifestyle & Community Benefits

- Cycle to Work salary sacrifice scheme
- Membership of the Teachers' Pension Scheme or Local Government Pension Scheme
- Opportunities to engage with the local community through fundraising and charity work
- The chance to contribute to trust-wide culture, innovation and school improvement





About the Role

Location: King's Leadership Academy Bolton

Contract: Permanent

Reports to: Operations Manager

Salary: Scale 5, SCP 12–17 (£29,542.00–£32,046.00 FTE)

Start Date: End of September 2026

It is expected that the successful Office Manager will be organised, proactive and professional, whilst also upholding the following qualities:

- A strong commitment to providing a highly effective, welcoming and professional administrative service for students, families, staff and visitors.
- The ability to lead and support an administrative team effectively, setting clear expectations and maintaining high standards of service.
- Excellent organisational and time-management skills, with the ability to prioritise competing demands and manage a varied and fast-paced workload.
- Strong attention to detail and a commitment to accuracy, confidentiality and compliance when managing records, correspondence, systems and documentation.
- The ability to communicate confidently and professionally with a wide range of stakeholders, including parents, colleagues, external agencies and visitors.
- A calm, solution-focused approach when dealing with challenging situations, complaints or unexpected operational issues.
- The ability to use initiative, anticipate potential issues and take appropriate action to ensure the smooth day-to-day running of the school office.
- A strong understanding of the importance of safeguarding, data protection and confidentiality within a school environment.
- The ability to work collaboratively with colleagues across the Academy, supporting wider operational priorities and contributing positively to the school community.
- A flexible and adaptable approach, with the willingness to respond to changing priorities and support key school events and busy periods.
- Confidence in using administrative systems and technology effectively, with a willingness to develop knowledge of new systems where required.
- A strong work ethic, high professional standards and a willingness to go the extra mile to ensure the office function is efficient, reliable and responsive.

Job Description

1) Professional Values & Ethos

The Office Manager is a key operational role within the Academy and is responsible for ensuring that the school office provides a professional, efficient and welcoming service to students, families, staff, visitors and external agencies.

The successful postholder will:

- Uphold and actively model the values, ethos and professional standards of the Great Schools Trust.
- Provide a calm, professional and solution-focused approach to the day-to-day running of the Academy office.
- Maintain high standards of customer service and ensure that students, parents, visitors and colleagues are treated with respect and professionalism.
- Promote a positive, inclusive and welcoming environment within Reception and the wider administrative function.
- Demonstrate discretion, integrity and confidentiality when dealing with sensitive pupil, staff and family information.
- Work collaboratively with teaching, pastoral, operational and Trust colleagues to support the effective running of the Academy.
- Lead by example through excellent organisation, communication, reliability and attention to detail.
- Demonstrate flexibility and resilience when responding to changing priorities and operational demands.
- Contribute positively to the wider life of the Academy and support the successful delivery of school events and key activities.

2) Communication & Liaison

- Communicate effectively and professionally with parents/carers, students, colleagues, visitors and external agencies.
- Oversee the effective management of telephone calls, emails, correspondence and general enquiries.
- Ensure information is communicated accurately, appropriately and in a timely manner.
- Support the preparation and distribution of letters, notices, parent communications and other Academy correspondence.
- Liaise with external organisations, suppliers and partner agencies where required.
- Manage challenging or sensitive enquiries calmly and professionally, escalating concerns appropriately.
- Ensure visitors receive a professional welcome and Academy procedures are followed.
- Maintain effective communication across the administrative team and wider Academy.

3) Administration, Organisation & Resources:

- Lead the effective day-to-day operation of the Academy office and administrative function.
- Organise and prioritise administrative workloads to ensure deadlines are met and tasks are completed to a high standard.
- Coordinate routine administrative processes including correspondence, filing, documentation, data entry and record keeping.
- Ensure Reception and office areas are appropriately staffed and provide effective cover arrangements where required.
- Support the administration of Academy events, parents' evenings, meetings, trips and other activities.
- Coordinate the ordering and distribution of office supplies and resources, ensuring value for money and appropriate stock levels.
- Support the administration of new starters and leavers, including the preparation of relevant documentation and systems.
- Assist with recruitment administration, interview arrangements and pre-employment documentation as required.
- Ensure administrative systems and processes are reviewed regularly and remain efficient and fit for purpose.
- Support preparations for the start and end of each academic year.

4) Management of Information

- Maintain accurate, secure and up-to-date pupil, staff and Academy records in accordance with relevant requirements.
- Ensure information entered onto Academy systems is accurate and completed within required timescales.
- Maintain appropriate filing, archiving and document-management systems.
- Support the production of reports, registers, spreadsheets and other management information as required.
- Ensure confidential and sensitive information is handled securely and appropriately.
- Support colleagues with the retrieval and preparation of information required for meetings, audits, inspections or reviews.
- Monitor administrative records and identify missing or incomplete information, following up as required.
- Ensure information management processes comply with data protection requirements and Trust procedures.

Job Description

5) Staff Management, Professional Development & Leadership

- Provide day-to-day leadership, support and direction to members of the administrative team.
- Allocate duties appropriately and monitor workloads to ensure an effective and responsive service.
- Establish clear expectations for professionalism, customer service, accuracy and conduct.
- Support the induction and training of new administrative staff.
- Identify training and development needs within the team and support appropriate professional development.
- Conduct or contribute to performance management processes where required.
- Encourage effective teamwork, communication and collaborative working.
- Attend relevant training and maintain up-to-date knowledge of systems, procedures and statutory requirements.
- Participate fully in the Academy's professional development programme.

6) Quality Assurance & Systems

- Support the development, implementation and review of effective administrative systems and procedures.
- Monitor the quality and accuracy of administrative work and address any issues promptly.
- Identify opportunities to streamline processes and improve the efficiency of the office function.
- Ensure key administrative deadlines are monitored and met.
- Maintain clear procedures for Reception, visitors, communications, documentation and office processes.
- Support the implementation and effective use of Academy management and administrative systems.
- Contribute to internal reviews, audits and quality-assurance processes.
- Ensure appropriate administrative arrangements are in place for Academy events, meetings and key dates.
- Work closely with the Operations Manager and senior leaders to ensure administrative provision supports the needs of the Academy.

7) Safeguarding, Compliance & Professional Responsibilities

- Maintain an unwavering commitment to safeguarding and child protection.
- Follow all Academy and Trust policies, including those relating to safeguarding, health and safety, data protection and confidentiality.
- Ensure visitor procedures, signing-in arrangements and relevant safeguarding checks are followed appropriately.
- Maintain an appropriate level of confidentiality at all times.
- Understand and fulfil the responsibilities of the role in relation to GDPR and the handling of personal information.
- Report safeguarding concerns immediately in accordance with Academy procedures.
- Contribute to a culture of vigilance, safety, professionalism and care across the Academy.
- Act professionally and in accordance with the Great Schools Trust Code of Conduct at all times.
- Undertake appropriate first aid, safeguarding and statutory training as required.
- Carry out any other reasonable duties commensurate with the level and responsibility of the post.

Person Specification

Category	Essential	Desirable
Qualifications & Experience	Experience of working in a busy administrative or office environment. (E) Experience of providing a high-quality customer service to a range of stakeholders. (E) Experience of using administrative systems, databases and Microsoft Office applications. (E) Experience of managing competing priorities and meeting deadlines. (E) GCSE English and Mathematics at Grade 4/C or above, or equivalent. (E) Evidence of relevant professional development. (E)	Previous experience of working within a school or education setting. (D) Experience of supervising or managing an administrative team. (D) Experience of school management information systems, such as Bromcom or similar. (D) Relevant Level 3 or above qualification in Business Administration, Management or a related area. (D)
Knowledge & Understanding	A good understanding of effective office administration and customer service. (E) Knowledge and understanding of confidentiality, data protection and GDPR requirements. (E) An understanding of safeguarding and child protection responsibilities within a school environment. (E) Understanding of the importance of accurate record keeping and information management. (E) Understanding of professional boundaries and the importance of handling sensitive information appropriately. (E)	Knowledge of school administrative processes and procedures. (D) Knowledge of safer recruitment and pre-employment checks. (D) Knowledge of attendance, admissions, pupil records or other school-based administrative processes. (D) Understanding of relevant education-sector compliance requirements. (D)
Skills & Attributes	Excellent organisational and administrative skills, with the ability to prioritise effectively. (E) Excellent written and verbal communication skills. (E) Strong attention to detail and a commitment to accuracy. (E) Ability to remain calm, professional and solution-focused when dealing with challenging situations. (E) Ability to build positive and professional relationships with students, parents, colleagues, visitors and external agencies. (E) Strong IT skills and confidence using a range of systems and software. (E) Ability to work independently, use initiative and make appropriate decisions. (E) Ability to work effectively as part of a team and support colleagues across the Academy. (E) Ability to manage confidential and sensitive information with discretion. (E)	Ability to lead, supervise and develop administrative colleagues. (D) Experience of improving administrative systems and processes. (D) Experience of producing reports, monitoring information and analysing data. (D)
Personal Qualities	A strong commitment to the ethos, values and vision of King's Leadership Academy Bolton and the Great Schools Trust. (E) A professional, approachable and positive manner. (E) High levels of integrity, discretion and confidentiality. (E) A strong work ethic and willingness to take responsibility. (E) Resilience and the ability to work effectively under pressure. (E) A flexible and adaptable approach to changing priorities. (E) A commitment to safeguarding and promoting the welfare of children and young people. (E) A commitment to continuous professional development and improving practice. (E)	A proactive approach to identifying improvements and solving problems. (D) A willingness to support Academy events and activities outside the normal working day where required. (D)



How To Apply

Submit your application via [Our Website](#)

For an informal conversation about the role or to arrange a tour of our academy, please contact our Operations Manager, Jemma Harvey at J.Harvey@kingsbolton.com or [01204 937 130](tel:01204937130).

Appointment, Compliance & Safeguarding

Appointment, Terms & Compliance

This appointment is made by the Local Academy Council on behalf of the Great Schools Trust. The Job Description forms part of the contract of employment and may be reviewed as the role or organisational needs change, following consultation. The Trust will make reasonable adjustments to support applicants and employees with disabilities.

The Trust is a licensed Skilled Worker Visa sponsor and may offer sponsorship subject to eligibility and the requirements of the role.

Safeguarding & Pre-employment Checks

Great Schools Trust is committed to safeguarding and promoting the welfare of children and young people. All staff must share this commitment. As part of safer recruitment, interviews will explore motivation to work with children, ability to maintain professional boundaries, emotional resilience and attitudes to authority and behaviour management.

Pre-Employment Checks

Any offer of employment is conditional upon the successful completion of the following:

- Proof of identity, address and right to work in the UK
- Two satisfactory references, including the most recent employer
- Verification of relevant qualifications
- Enhanced DBS check with barred list check
- Prohibition from teaching check
- Section 128 check (for management roles)
- Overseas police checks (where applicable)
- Occupational health clearance
- Satisfactory completion of the probationary period

Ongoing Compliance

The postholder must comply with Trust policies, including the Staff Code of Conduct, Safeguarding and Child Protection Policy, and Staff Communication and Social Media Policy. Responsibilities may be reviewed periodically in line with Trust and academy priorities.



KING'S LEADERSHIP ACADEMY BOLTON

