



## ROWAN GATE PRIMARY SCHOOL

### JOB DESCRIPTION – OFFICE & COMPLIANCE MANAGER

**Responsible to:** The Strategic Headteacher via the School Business Manager

**Hours:** 37 hours per week (working hours to be agreed locally) over 42 weeks per year

**Location:** Working across all the school sites.

#### **Purpose of the Role**

Under the direction of the School Business Manager, to lead and manage the administrative and premises teams across all school sites, ensuring operational excellence in office systems, statutory compliance and continuous improvement. Under the guidance of the School Business Manager the postholder will play a critical role in delivering efficient, effective and compliant support services, whilst contributing to strategic planning and process modernisation.

#### **Key Responsibilities**

##### Office Operations & Administration

- Lead the day-to-day running of office teams across all sites.
- Ensure consistent, high-quality administrative support for pupils, staff, and visitors.
- Maintain and improve office systems, documentation, and workflows.
- Support staff to maintain a high standard of professionalism and responsiveness in all reception and communication services.

##### Premises & Facilities Oversight

- Line manage site staff responsible for maintenance, security, and health & safety.
- Oversee premises-related compliance including risk assessments, statutory checks, and contractor liaison.
- Support the delivery of capital works and site improvement projects.
- In conjunction with the School Business Manager, ensure all sites are safe, secure, and conducive to learning.

##### Compliance & Quality Assurance

- Monitor and ensure compliance with statutory requirements including data protection (GDPR), Health & Safety, and records management, escalating issues on non-compliance to the School Business Manager.
- Maintain and update compliance registers and audit trails.
- Coordinate internal audits and support external inspections, as directed by the School Business Manager.

##### Process & Policy Management

- Under the guidance of the School Business Manager, develop and maintain standard operating procedures (SOPs) for administrative and compliance functions.

- Ensure all processes are documented, reviewed, and aligned with 'right first time' principles.
- Assist with the implementation of new policies and ensure staff are trained accordingly.

#### Data & Performance Monitoring

- Oversee data collection and reporting for compliance and operational KPIs.
- Maintain dashboards and performance logs for office and premises functions.  
Use data to identify trends, risks, and opportunities for improvement, discussing these with the School Business Manager prior to actioning.

#### Staff Management & Development

- Line manage administrative and premises staff, including recruitment, induction, and appraisal.
- Maintain a skills matrix and training plan for both teams.
- In conjunction with the School Business Manager, support coaching and development aligned with operational excellence principles.

#### Risk Management

- Identify operational risks and under the guidance of the School Business Manager, implement mitigation strategies.
- Maintain control plans and surveillance schedules for compliance areas.
- Under the direction of the School Business Manager, respond to complaints and incidents with root cause analysis and corrective action.

#### Technology & Systems

- Under the direction of the School Business Manager, Ensure office technology is fit for purpose and staff are trained in its use.
- Liaise with IT support to resolve issues and improve user experience.
- Maintain user guides and ensure systems are used consistently across sites.

#### Continuous Improvement

- Under the direction of the School Business Manager, take the lead on improvement projects within the office and compliance functions.
- Promote a culture of 'improve the job' among staff.
- Track and report on improvement outcomes and sustainability.
- Working with the School Business Manager, review and suggest ways of modernising administrative and premises systems, ensuring they are fit for purpose, user-friendly, and aligned with operational excellence principles.

#### Professional Development

- To promote equality of opportunity
- To follow Safeguarding guidelines and Child Protection policy/procedures;

This job description is a broad overview of the post. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. The post holder may be required to carry out any other duties that are necessary to fulfil the purpose of the job.