



BIRCH HILL

PRIMARY SCHOOL AND NURSERY

JOB DESCRIPTION

Operations Officer

Grade

Grade 6, SCP 18-24

Purpose

To provide effective school-based operational, administrative and front-of-house support that enables the smooth running of Birch Hill Primary School, supports the Headteacher and senior leaders, manages key school office functions, strengthens communication with stakeholders, promotes the school's reputation in the local community and acts as an effective interface between local and central services.

Staff Responsibilities

Line management responsibility for the administration team and others as directed by the Headteacher. Operational management of the midday supervision team, as applicable.

Deployment

Fixed-site deployment at Birch Hill Primary School, with occasional support for other schools within Maiden Erlegh Trust as required.

Financial Accountability

Responsible for the administration budget.

Key accountabilities

- Support teaching and learning through effective operational coordination, including cover, educational visits, wraparound care and school-level Trust initiatives.
- Manage the school office and administrative systems to ensure efficient day-to-day operations.
- Provide PA and administrative support to the Headteacher and senior leadership team.
- Maintain accurate student, attendance, admissions and transition records.



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- Support effective communication, marketing, website compliance and stakeholder engagement.
- Contribute to finance, HR and compliance processes in line with Trust expectations.
- Support safeguarding, health and safety, confidentiality, data protection and site-related compliance requirements.
- Build positive relationships with colleagues, families, external partners and Trust teams to support safe, effective and well-organised school operations.

Relationships

The postholder will build positive, professional relationships with a wide range of stakeholders, including Trust and school leaders, colleagues across Maiden Erlegh Trust, students, parents and carers, plus external partners. These relationships are central to creating a collaborative, supportive environment that enables shared success and strong outcomes for all. The postholder will also work with school leaders and colleagues in other Trust schools, school staff and external agencies as required.

Supporting Maiden Erlegh Trust

The postholder may occasionally support other Maiden Erlegh Trust schools, promoting collaboration, professional growth, and the sharing of effective practice. This cross-Trust work provides opportunities to learn from colleagues, contribute to improvement initiatives, and strengthen our community. The postholder may also support school-level aspects of wider Trust initiatives and may, following consultation, support other schools within the Trust or take ownership of a Trust-wide system or policy area.

Main duties and accountabilities

Teaching and Learning

- Support the smooth running of teaching and learning by booking cover for on-the-day and planned absence, as appropriate, as well as longer-term cover arrangements, ensuring that all operational matters are in place to avoid disruption to teaching.
- Support the planning and organisation of educational visits, including communication with parents.



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- Support the effective operation of wraparound care provision, including oversight of bookings and coordination with relevant colleagues.
- Act as the first point of contact for day-to-day operational queries, ensuring timely resolution or escalation as appropriate.
- Support colleagues with low-level IT issues as required.
- Work with the Site Manager to ensure that the school site runs safely and efficiently each day.
- Ensure that all resources are used effectively and efficiently.
- Support school-level aspects of wider Trust initiatives.

Assessment

- Maintain the MIS student database in respect of student data, including ensuring accurate recording and oversight of student attendance.
- Record Nursery admissions applications accurately to support accurate short-term and long-term projections of numbers.
- Be responsible for student admissions and transition administration, working with local authority admissions teams, local secondary schools and feeder schools.

Behaviour Management and Student Wellbeing

- Support the provision of first aid within the setting.
- Record and report incidents in line with Trust procedures and support investigations where required.
- Ensure that concerns relating to safeguarding, health and safety, confidentiality or data protection are reported to an appropriate person.

Pastoral and Inclusion

- Ensure that a professional image of the school is portrayed at all times through dealings with stakeholders.
- Build the reputation and standing of the school in the local community through front-of-house services, marketing, admissions and social media activity.
- Manage the weekly newsletter and communication with stakeholders.
- Undertake school tours and events for prospective or existing parents.
- Produce clear and professional school communications, ensuring consistency and alignment with the school's values.



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- Maintain an active social media presence for the school to build its reputation in the local community.
- Ensure that the Trust's complaints policy is adhered to at all times.

Trust Culture

- Provide a full range of administrative support to the Headteacher and other members of the senior leadership team as required.
- Act as PA to the Headteacher.
- Act as the interface between local and central services functions to maximise the efficiency and impact of services provided.
- Attend training, updates and network meetings as appropriate.
- Line manage the administration team, providing mentoring support and identifying key training needs as applicable.
- Support colleagues and teams through positive, professional and timely communication.
- Support other schools within the Trust where reasonably required, following consultation.
- Take ownership of a Trust-wide system or policy area where reasonably required, following consultation.

Other

- Manage systems for the day-to-day administration duties within the school office, including correspondence, telephone calls, letters, reports, reception cover and confidential correspondence.
- Manage the school calendars, including whole school and senior leadership team calendars, ensuring that the operational aspects of events are identified and addressed in advance.
- Administer milk claims and associated returns in line with statutory requirements.
- Maintain school online memberships, including management of staff and pupil access to relevant platforms and subscriptions.
- Complete the maintenance and compliance of the school website, ensuring statutory information is accurate and up to date.
- Assist with the implementation and management of the system for cashless income and the recording of school lunch choices.
- Support the management of any lettings activities at the setting.



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- Record staff absence and refer issues or areas of concern to the Operations Manager, including supporting return-to-work processes and escalating concerns in line with Trust policy.
- Provide administrative support to staff induction processes, ensuring all onboarding requirements are completed effectively.
- Be aware of and comply with policies and procedures relating to safeguarding, health and safety, confidentiality and data protection and report all concerns to an appropriate person.
- Ensure that staff are aware of data breach reporting requirements and local practices, reporting any breaches to the Operations Manager for reporting to Judicium.
- Support local GDPR processes, including administration of subject access requests and liaison with central services as required.
- Support the coordination of site-related compliance activities, including fire drills, lockdown procedures and routine checks in liaison with the Site Manager and Operations Manager.
- Coordinate the management of school policies in line with Trust templates, ensuring compliance, accuracy and timely completion.
- Undertake any other duties that reasonably fall within the purview of the post, which may be allocated after consultation with the postholder.

Line Management

- Create an inclusive working environment for your team and effectively manage team members, ensuring that appropriate HR policies and processes are followed.
- Support the development of your team, for example, by identifying training needs, suggesting development options and providing coaching and mentoring.
- Work with team members to resolve conflicts, concerns or problems, and address well-being issues as they arise

Other requirements and responsibilities

- Level of DBS required: Enhanced with Children's Barred List.
- The Trust retains the right to implement changes in job descriptions and person specifications to reflect changes in the demands of the post. Where this is necessary this will be done in consultation with you.



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- Maiden Erlegh Trust is committed to safeguarding, equality and promoting the welfare of children and young people. We are also committed to having the highest expectations of pupils, students and colleagues, and supporting everyone to reach their full potential. All employees of the school and Trust are expected to share these commitments. All posts require satisfactory employment checks and references and a satisfactory enhanced Disclosure and Barring Service check. All Leadership roles will require a Section 128 check.