



Astrea Academy Trust

LEARN, THRIVE, SUCCEED

# Role Profile

Office/Cover  
Manager

Longsands Academy

## **Role Specification**

<b>Academy / Department</b>	Longsands Academy
<b>Post title</b>	Office/Cover Manager
<b>Responsible to</b>	The Heads' PA
<b>Full time Salary</b>	£31,537 - £34,470 FTE
<b>Pro-Rata Actual Salary</b>	£27,049 - £29,564 per annum
<b>Working Pattern</b>	Full Time, Permanent
<b>Pension</b>	Local Government Pension Scheme
<b>Working Hours</b>	37hrs per week, Term Time Only

## **Role Summary**

The Office Manager / Cover Manager plays a pivotal role in the effective day-to-day operation of the academy. This postholder is responsible for leading the school office and reception function while also managing the planning, coordination and deployment of staff cover to ensure continuity of teaching and learning.

Working closely with the Principal, Senior Leadership Team and Operations Manager, the role provides high-quality administrative leadership, ensures a professional and welcoming front-of-house service, and oversees all cover arrangements for teaching and support staff absences. The postholder will lead, support and develop administrative and cover staff, ensuring robust systems, strong communication and full compliance with Astrea Academy Trust policies, safeguarding requirements and statutory guidance.

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## **Main Duties and Responsibilities**

### **Office Management & Administration**

- ★ Lead and manage the academy's main office and reception, ensuring a professional, efficient and welcoming service for staff, students, families and visitors.
- ★ Line manage, train and develop the office administration team, including workload allocation, supervision, appraisals and performance management.
- ★ Ensure effective handling of telephone, email and face-to-face enquiries, directing queries appropriately while maintaining high customer service standards.
- ★ Oversee office systems, procedures and filing (paper and electronic), ensuring accuracy, accessibility and compliance with GDPR and Trust policies.
- ★ Act as a key point of contact between the office, Operations Manager and Senior Leadership Team on operational and administrative matters.
- ★ Manage school post, deliveries, consumables and office procurement in line with financial procedures.
- ★ Support school events and after-school activities as required, including evening reception cover when necessary.
- ★ Ensure the office environment is safe, organised and compliant with health and safety and safeguarding expectations.

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## **Cover Management**

- ★\* Manage and administer the staff cover system to ensure continuity of teaching and learning across the academy.
- ★\* Input, monitor and maintain staff absence data using the school's MIS (including Bromcom), liaising with the Operations Manager on short and long-term absences.
- ★\* Organise daily and emergency cover arrangements, ensuring appropriate deployment of internal and external cover staff.
- ★\* Provide staff with timely and accurate cover information at the start of the day and as changes arise.
- ★\* Liaise with supply and recruitment agencies to secure suitably qualified cover staff, ensuring compliance with safeguarding and safer recruitment requirements.
- ★\* Coordinate induction, guidance and ongoing support for cover and supply staff, ensuring they are briefed on school policies, procedures and expectations.
- ★\* Maintain accurate records of cover usage and deployment, monitoring effectiveness and escalating concerns where appropriate.
- ★\* Produce and distribute daily cover sheets to relevant staff and teams.
- ★\* Advise the Senior Leadership Team on cover arrangements, trends and operational issues.

### **Safeguarding, Compliance & Professional Responsibilities**

- ★\* Ensure safeguarding, child protection and KCSIE requirements are fully understood and applied across office and cover practices.
- ★\* Handle confidential staff and student information sensitively and securely in line with GDPR.
- ★\* Promote and role-model Astrea Academy Trust values: Learn, Thrive, Succeed.
- ★\* Support training and development of administrative and cover staff, including identifying training needs.
- ★\* Participate in meetings, professional development and mandatory training.
- ★\* Undertake any other duties appropriate to the role, as reasonably directed by the Principal.

### **PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Training</b>		
GCSE English & Mathematics (Grade C/4 or above) or equivalent	•	
Further qualifications in administration, management or leadership		•
<b>Experience</b>		
Experience working in a busy administrative or office environment	•	
Experience of managing staff and delegating workloads	•	
Experience of handling sensitive and confidential	•	

information		
Experience working in a school or academy setting		•
<b>Knowledge</b>		
Strong organisational and planning skills with the ability to manage competing priorities	•	
<b>Professional Skills</b>		
The ability to be able to communicate effectively in a range of situations and be able to adapt style and approach were necessary to achieve the desired outcome	•	
The ability to manage change effectively	•	
High level personal IT skills and the ability to use these effectively in a range of situations	•	
Ability to work under pressure and to deadlines	•	
<b>Personal Qualities</b>		
Confident, enthusiastic and motivated with a passion for education	•	
Commitment to self-development and continual improvement	•	
Strong relationship building skills with the ability to work as part of a team understanding Trust roles and responsibilities and own position within these	•	
Commitment to Diversity, Equality and Inclusion	•	
Flexible and organised approach to work	•	
High levels of resilience and emotional maturity	•	
Inquisitive nature with sound problem solving skills, judgement and initiative	•	
Can-do attitude and solution focused approach with an ability to manage expectations	•	
Able to adapt to changing circumstances and new ideas	•	
High level of integrity with an ability to self-evaluate and reflect	•	

### **GENERAL RESPONSIBILITIES**

- ★\* Contribute to the overall aims of the Trust and Academy Improvement Plans.
- ★\* Commitment to continual learning and development of skills.
- ★\* Behave in a manner that is professional, friendly and fair demonstrating and role modelling politeness and respectfulness.
- ★\* Demonstrate an excellent record of attendance and punctuality.
- ★\* Be aware of and comply with Trust policies and procedures including but not exhaustive of:
  - Acceptable Use of IT Policy
  - Code of Conduct
  - Keeping Children Safe in Education (KCSIE 2024)
  - Child Protection and Safeguarding Policy
- ★\* Work cooperatively as part of the Trust wide staff team.
- ★\* This role profile is not exhaustive and undertaking other duties may be

required.

### **THIRD PARTY CHECK**

Is this role subject to the following checks?

Disclosure Barring Service Enhanced Check (DBS)	Yes
Section 128 (S128) check	No
Is this role a Senior Leadership Role with management responsibility for the academy?	

### **APPLICATION PROCESS**

Due to the Education sector requirements and that we must comply with Keeping Children Safe in Education (KCSIE) an application form must be completed. We are unable to accept a CV as form of application. We recognise that our application forms are comprehensive. If you have any difficulties completing, please do contact [recruitment@astreaacademytrust.org](mailto:recruitment@astreaacademytrust.org)