

Job description: School Services Manager

Location	To work across Gladstone Park Primary School, Judith Kerr Primary School and Abacus Belsize
Contract term	Permanent
Pay range	£32,061 to £42,839 (NJC 19 – 32, FTE) <i>Please note: This role is eligible for London Weighting (Inner)</i>
Reporting to	Director of Education (Primary, South)

Job Purpose

To lead and coordinate school-based professional services, ensuring the effective day-to-day operation of administrative and support functions across the school.

The School Services Manager acts as the senior operational professional within the school, leading administrative services, managing support staff and ensuring that school systems, processes and operational activities are delivered efficiently, effectively and in accordance with Trust expectations.

The postholder serves as the primary operational link between the school and Anthem's central professional services teams, ensuring effective coordination, communication and implementation of Trust processes and services at school level. The role is responsible for ensuring that information flows effectively between the school and central teams, that operational issues are resolved through agreed channels, and that Trust standards are consistently applied.

The role does not hold responsibility for the professional delivery, technical management or strategic leadership of centralised functions such as Finance, HR, Estates, IT, or Governance. Instead, the role is responsible for coordinating school-based activities, supporting implementation, maintaining local compliance requirements and acting as the key point of contact between the school and central teams.

Whilst the role does not hold direct responsibility for school budgets, financial planning or procurement, it is responsible for the effective coordination of operational, administrative and transactional activities that support the smooth running of the school.

Main Duties and Responsibilities

Leadership and Management of School Services

- Lead, manage and develop the school services team, including administrative and support staff.
- Allocate work, establish priorities and ensure the effective deployment of resources across school services functions.
- Conduct regular supervision meetings, performance reviews and development discussions.
- Support employee wellbeing, attendance management and performance management processes in line with Trust policies.
- Develop a culture of professionalism, accountability and excellent customer service.

- Ensure appropriate staffing and cover arrangements are in place to maintain continuity of service.
- Lead the implementation of new systems, processes and operational initiatives.
- Promote collaborative working across school teams and with central Trust services.

Professional Services Coordination (Anthem Model)

- Act as the primary operational point of contact between the school and Anthem central teams, including HR, Estates, IT, Governance, Finance, Compliance and Data Protection.
- Coordinate the delivery and implementation of centrally managed services at school level.
- Ensure accurate, timely and complete information is provided to central teams to support service delivery.
- Monitor progress of requests, actions and service issues, escalating where appropriate.
- Facilitate effective working relationships between school staff and central teams.
- Support the implementation of Trust initiatives, policies, systems and operational changes.
- Ensure school processes align with Trust expectations and operating models.
- Promote the consistent application of Trust policies, procedures and standards.

Operational Leadership and School Coordination

- Provide operational leadership for the non-teaching functions of the school.
- Support the Headteacher and senior leaders in the effective delivery of school improvement priorities.
- Coordinate the implementation of Trust-wide initiatives and operational projects.
- Identify operational risks, service issues and compliance concerns, ensuring these are appropriately escalated.
- Monitor the effectiveness of operational systems and recommend improvements.
- Develop and maintain business continuity arrangements.
- Contribute to strategic planning by providing operational insight and management information.
- Lead the continuous review and improvement of administrative and operational services.

School Office and Administrative Services

- Oversee the day-to-day operation of the school office and reception services.
- Ensure a professional, welcoming and responsive service is provided to pupils, parents, visitors and external stakeholders.
- Manage school communications and enquiries, ensuring timely and appropriate responses.
- Coordinate school calendars, room bookings and operational schedules.
- Ensure effective document management, record keeping and administrative systems.
- Review administrative processes and implement improvements to increase efficiency and effectiveness.
- Produce operational reports and management information for senior leaders as required.
- Ensure administrative support services contribute effectively to the smooth running of the school.

School Operations, Events and Logistics

- Coordinate key operational activities across the school.
- Coordinate operational arrangements for school events and activities, working closely with school leaders and relevant stakeholders.

- Coordinate school photography, vaccination programmes and visits from external providers.
- Support the administration and coordination of educational visits and enrichment activities.
- Oversee visitor management processes and contractor access arrangements.
- Coordinate deliveries, facilities bookings and day-to-day operational logistics.
- Coordinate school operational services, including catering liaison, school transport arrangements, wraparound provision, educational visits administration, visitor management and facilities bookings.
- Ensure operational activities are delivered safely, efficiently and in accordance with school procedures.

School Communications, Marketing and Events

- Coordinate school communications to parents, carers, staff and the wider community, ensuring information is accurate, timely and professionally presented.
- Support the delivery of the school's communication strategy and communication channels, including newsletters, letters, electronic communications and social media platforms where applicable.
- Coordinate content and updates for the school website, ensuring information remains accurate, compliant and up to date.
- Support the promotion of the school through marketing, admissions and community engagement activities.
- Coordinate arrangements for open events, transition events, information evenings, performances and other promotional activities.
- Support pupil recruitment activities by ensuring prospective families receive a positive and professional experience.
- Work with school leaders to promote and celebrate school achievements, events and successes.
- Coordinate the production of promotional materials, publications and school communications as required.
- Support relationships with external organisations, suppliers and community partners in relation to school events and communications.
- Ensure communications and marketing activities reflect the values, branding and expectations of both the school and Anthem Schools Trust.

Admissions, Pupil Administration and Management Information Systems

- Oversee the administration of admissions, including in-year admissions, appeals and transition arrangements.
- Ensure pupil records are accurately maintained and updated.
- Lead the effective administration and use of the school's Management Information System (MIS).
- Ensure pupil, staff and operational data is accurate, complete and compliant with statutory requirements.
- Coordinate statutory returns including the school census and other regulatory submissions.
- Produce management information and reports to support school leaders.
- Ensure appropriate data quality controls and system administration processes are maintained.

- Liaise effectively with parents, local authorities and partner organisations regarding pupil administration matters.

School Transactions and Administrative Support (in liaison with Anthem Finance)

- Coordinate school-based administrative transactions in accordance with Trust procedures.
- Administer school income processes including wraparound provision, educational visits, clubs, lettings and other school activities.
- Ensure information required by Anthem Finance is submitted accurately and within required timescales.
- Monitor outstanding debts, including school meal debts and activity-related charges, and support recovery processes.
- Maintain accurate records and audit trails relating to school-based transactions.
- Liaise with Anthem Finance regarding queries, discrepancies and transactional matters.
- Support audit and assurance requirements through accurate record keeping and documentation.

Human Resources Coordination (in liaison with Anthem HR)

- Coordinate school-based recruitment administration, onboarding and induction processes.
- Ensure all pre-employment checks are completed in line with safeguarding requirements.
- Maintain the Single Central Record in accordance with statutory and Trust requirements.
- Maintain school-based personnel records and HR documentation.
- Coordinate absence reporting and workforce information submissions.
- Ensure timely submission of staffing information to central HR teams.
- Support managers with the implementation of Trust HR processes and procedures.
- Act as the school's primary liaison with Anthem HR, escalating matters where appropriate.
- Support local wellbeing initiatives and Occupational Health referrals in liaison with Anthem HR.
- Coordinate and support in any RPA claim submissions

Estates and Health & Safety Coordination (in liaison with Anthem Estates)

- Act as the primary school contact for Anthem Estates.
- Coordinate and support in any RPA claim submissions
- Coordinate maintenance requests, repairs and statutory compliance activities at school level.
- Ensure site-related information is communicated accurately and promptly to Anthem Estates.
- Monitor progress of estates issues and escalate concerns appropriately.
- Support the coordination of contractors, site visits and compliance activities.
- Assist with local health and safety administration, record keeping and monitoring activities.
- Support the implementation of Trust health and safety processes and procedures.
- Escalate premises-related concerns and risks promptly and appropriately.

IT and Digital Services Coordination (in liaison with Anthem IT)

- Act as the primary liaison between the school and Anthem IT services.

- Coordinate local implementation of IT projects, system changes and technology initiatives.
- Ensure IT issues are appropriately logged, monitored and escalated.
- Support the effective use of school systems and technology platforms.
- Coordinate communication relating to IT outages, upgrades and service changes.
- Support user access administration and local system processes where delegated.
- Facilitate effective communication between school users and central IT teams.

Compliance, Safeguarding and Information Governance (in liaison with Anthem Governance and Compliance)

- Ensure administrative practices comply with safeguarding, data protection and statutory requirements.
- Maintain local compliance records and trackers required by the school.
- Coordinate responses to information requests and data protection processes in liaison with the Trust's Data Protection team.
- Ensure statutory information, policies and key documentation are maintained and accessible.
- Coordinate operational readiness for inspections, audits and reviews.
- Support the preparation of documentation and evidence for Ofsted, safeguarding audits and Trust reviews.
- Ensure school website compliance requirements are maintained.
- Maintain the Single Central Record and other school-based safeguarding records required by statutory guidance.
- Coordinate and support in any RPA claim submissions and tracking
- Coordinate and support with any DSAR requests, FOI requests
- Coordinate and support with any school complaints in line with policy

Governance and Committee Coordination (in liaison with Anthem Governance)

- Coordinate administrative support for the ACC and governance activities.
- Arrange meetings, prepare papers and distribute documentation as required.
- Maintain governance records, action logs and supporting documentation.
- Coordinate governance panels, hearings and meetings as required.
- Liaise with Anthem governance professionals to ensure effective governance support arrangements.
- Ensure governance activities are administered in accordance with Trust requirements.

Senior Leadership Support

- Provide high-level administrative and operational support to the Headteacher and senior leadership team.
- Coordinate meetings, documentation, reports and operational communications as required.
- Support the preparation of leadership reports, presentations, briefing papers and operational updates.
- Assist with inspection preparation, school improvement activities and strategic projects.
- Support the management of operational priorities and leadership initiatives.
- Where required, provide coordination support for the Headteacher's diary, correspondence, visitor arrangements and stakeholder engagement activities.

Communication and Stakeholder Engagement

- Act as a key operational contact for parents, carers, staff, pupils and external stakeholders.
- Develop and maintain effective working relationships with central Trust teams and external partners.
- Promote a positive and professional image of the school at all times.

General Responsibilities

- Work flexibly to support the needs of the school.
- Undertake any additional duties commensurate with the grade and nature of the role.
- Support a collaborative and integrated approach to professional services across the Trust.
- Comply with all Trust policies, procedures and statutory requirements.
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people.
- Promote equality, diversity and inclusion in all aspects of the role.

These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

This job description is a trust wide job description and therefore there may be some variation in the roles and responsibilities between schools and some of these responsibilities listed may not apply in every school. Any significant adjustments would be addressed on appointment.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.