

Office Manager

Job Description & Person Specification

Leicester Therapeutic School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Job Details:

Salary: LTS Pay Scale K22-K26.5 (£28,944– £33,573 actual)

Hours: 36.5 hours per week and 40 weeks per year (Term time + INSET Days + 1 weeks flexible working)

Contract Type: Full Time, Permanent

Reporting to: Director of Education

This is an exciting opportunity to join our team in the role of Office Manager. You would be working alongside other team members including senior leaders, classroom teachers, and a therapy team. Our provision includes small class sizes of 8 pupils, sensory friendly learning spaces, large classrooms, outside play areas, high staff to pupil ratio and a personalised, multi-sensory curriculum approach. Our school motto; 'building foundations through nurture and mindset' symbolises a child's growth and development through their individual learning journey at Leicester Therapeutic School. We believe passionately that with the right support at the right time; pupils will thrive in school and be ready for the next stage of their education.

Values

Our Office manager will share our values:

Understanding: We show understanding and care to truly comprehend a child's journey up to the point of joining our school.

Acceptance: We encourage children to accept themselves and others for who they are and feel good about themselves.

Celebrate: We celebrate pupil's individuality and their superpowers!

Resilience: We inspire pupils to try new experiences, overcome barriers and grow in confidence.

Mindset: We promote a culture where pupils will feel safe enough to see failure as part of their learning and be brave enough to take on the next challenge.

Kindness: We treat our school community with kindness and respect.

Main Purpose

The Office manager will:

To lead and manage the effective day-to-day operation of the school office, ensuring the delivery of high-quality administrative, financial, HR, attendance, compliance, information governance and data management services. The School Office Manager will provide professional operational support to the Headteacher, ensuring that school systems, processes and records are accurate, compliant, efficient and fit for purpose. The postholder will lead the development and continuous improvement of administrative systems and procedures, supporting the effective delivery of educational and operational priorities across the school. The postholder will act as the school's operational lead for key administrative functions, including management information systems, HR systems, attendance, compliance monitoring, information governance, statutory returns and operational reporting. They will ensure the effective implementation and use of core systems, including Arbor, Staff Safe and compliance management platforms, promoting data integrity, regulatory compliance and operational excellence. The School Office Manager will act as a key liaison between the school and the proprietors, coordinating information requests, statutory returns, HR, finance, compliance and operational activities. They will support business continuity arrangements, contribute to risk management and ensure the school remains prepared for internal scrutiny, external audit, ISS review's and Ofsted inspection.

Office Manager's Specific Responsibilities

Leadership and Management

- Lead and manage the day-to-day operation of the school office.
- Establish, review and improve administrative systems, procedures and workflows to ensure efficient and effective service delivery.
- Monitor workloads and priorities across the office team to ensure high standards of service delivery.
- Support the Headteacher and School Business Manager in achieving school and proprietors' priorities.
- Lead and coordinate operational projects within own area of responsibility.
- Contribute to school improvement through the development of effective administrative and operational systems.
- Deputise for the School Business Manager on agreed financial matters as required.

Customer Service and Reception

- Act as the first point of contact for pupils, parents, visitors, contractors and external agencies.
- Provide a welcoming, professional and customer-focused service always.
- Build and maintain positive relationships with all members of the school community.
- Resolve routine enquiries independently and escalate matters appropriately where required.
- Ensure visitors are received and managed in accordance with safeguarding procedures.
- Promote equality, diversity and inclusion in all interactions.

Communication and Administration

- Manage school communications including telephone, email and written correspondence.
- Ensure messages are communicated promptly and accurately to relevant staff.
- Maintain school notice boards, calendars, timetables, rotas and communication systems.
- Organise meetings, appointments, events and hospitality arrangements.
- Provide confidential administrative and secretarial support to the Headteacher and senior leaders.

- Maintain electronic and paper-based filing systems.
- Produce professional reports, presentations, letters, references and documentation.
- Coordinate school events, parent consultations, transition arrangements and other school activities.
- Support the production and distribution of newsletters and other communications.
- Promote and support paperless communication through effective use of digital systems.
- Support pupil recruitment and retention through effective communication, marketing activities and admissions administration.

Human Resources

- Manage all HR administration including recruitment, appointments, contracts, contract variations, leavers, payroll changes and personnel records.
 - Coordinate safer recruitment processes and ensure all pre-employment checks are completed in line with statutory requirements lead SCR and procedures.
 - Lead recruitment process through recruitment platform MyNewTerm, ensuring vacancies, candidate records and onboarding processes are maintained accurately.
 - Maintain accurate and confidential personnel files in accordance with GDPR requirements.
 - Lead the effective use and management of the HR Information System (acting as the designated Super User to ensure data integrity, compliance and efficient HR processes.
 - Provide training and support to users, maintain accurate employee records, and ensure all HR transactions are processed promptly and accurately through the system in line with procedures and reporting requirements.
 - Organise and support staff induction programmes, including safeguarding and statutory training.
 - Administer staff absence management systems, monitor absence triggers and reporting requirements, notify leaders of required actions and support the administration of return-to-work and attendance management processes.
 - Prepare and submit payroll documentation accurately and within required deadlines.
 - Liaise with payroll providers to resolve discrepancies and queries.
 - Support the Headteacher with HR casework administration where required.
 - Ensure compliance with policies, employment legislation and HR procedures.
 - Support the administration of complaints and parental concerns, ensuring records are maintained and processes are followed in accordance with policy.

Data Management and Information Systems

- Act as the school's lead administrator for Arbor and other management information systems.
- Ensure the accuracy, integrity, security and effective management of pupil, staff and operational data
- Provide guidance, training and support to staff in the use of information systems.
- Produce, analyse and present reports to support leadership decision-making.
- Manage admissions, pupil transfers and leavers in accordance with school policies.
- Complete statutory returns, census submissions and data collections accurately and within required deadlines.
- Ensure all systems comply with data protection legislation and requirements.
- Maintain an informed and up-to-date understanding of developments in information management systems, digital administration and government reporting requirements.
- Develop and maintain effective information management systems and procedures.
- Act as Information Asset Owner (IAO) for designated information assets, ensuring appropriate controls are in place for the secure handling, storage, retention and disposal of information in accordance with data protection legislation and requirements.
- Maintain an informed and up-to-date understanding of developments in information management

systems, digital administration and government reporting requirements.

Attendance and Pupil Administration

- Lead attendance administration processes in line with school policy.
- Monitor daily attendance and follow up unexplained absences promptly.
- Contact families regarding pupil absence and lateness.
- Produce attendance reports, certificates and correspondence.
- Support the Headteacher and attendance lead in promoting good attendance and achieving attendance targets.
- Maintain accurate attendance records within Arbor.
- Train and support staff in the completion of attendance registers.
- Produce and maintain dinner registers and associated records.
- Support statutory assessment administration and pupil transition arrangements where required.

Finance and Budget Support

- Process orders and financial transactions in accordance with financial regulations.
- Ensure invoices are accurately recorded and processed within agreed payment deadlines.
- Manage school income including trips, nursery fees, lettings and other charges.
- Collect, record, receipt and bank income in accordance with financial procedures.
- Administer petty cash and maintain accurate records.
- Monitor outstanding balances and communicate with parents regarding arrears.
- Support the School Business Manager with budget monitoring and financial reporting.
- Assist with month-end and year-end financial procedures.
- Audit payroll reports and reconcile staffing costs with payroll records.
- Maintain robust financial records to support internal scrutiny, external audit and requirements.
- Prepare accurate financial information and reports to support decision-making and budget monitoring.
- Maintain the integrity of the school's financial management system, undertaking routine housekeeping activities including supplier management, record maintenance and reconciliation of system data.
- 8. Procurement, Contracts and Resource Management
 - Lead the monitoring and review of school contracts and service level agreements, meeting regularly with providers to review performance, resolve issues and secure value for money.
- Monitor office supplies, equipment and service contracts.
- Raise purchase orders and maintain procurement records.
- Obtain quotations and support tendering exercises in accordance with procedures.
- Monitor contractor performance and service delivery against agreed Service Level Agreements.
- Maintain up-to-date contracts register.
- Identify opportunities for efficiencies, savings and value for money.
- Investigate expenditure anomalies and contract issues.
- Coordinate repairs, maintenance requests and servicing arrangements.
- Support the effective management and utilisation of school resources.
- Identify opportunities for generating additional income and maximising the use of school facilities.

Estates, Facilities and Health & Safety Coordination

- Support the management and coordination of school premises and facilities.
- Coordinate planned and reactive maintenance activities.
- Liaise with contractors, service providers and external agencies.

- Maintain records relating to statutory premises compliance checks.
- Support the management of lettings and community use of school facilities.
- Assist with site security procedures and emergency planning.
- Act as Fire Warden and undertake associated responsibilities, including evacuation procedures and monitoring checks.
- Support the responsible person for health and safety in ensuring compliance with statutory requirements.
- Report premises and health and safety concerns promptly.
- Support the development, implementation and review of business continuity and emergency response plans, ensuring critical administrative and operational functions can be maintained during periods of disruption.

Safeguarding and Compliance

- Promote and safeguard the welfare of children and young people.
- Comply with all safeguarding, child protection, health and safety and security procedures.
- Maintain the Single Central Record and ensure compliance with statutory requirements.
- Ensure visitor and contractor safeguarding procedures are followed.
- Maintain accurate safeguarding and compliance records.
- Monitor compliance systems and ensure actions are completed within required timescales.
- Interpret and apply school statutory policies, procedures and guidance, ensuring compliance and initiating appropriate action where required.
- Support school readiness for safeguarding reviews, audits, reviews and inspections.
- Ensure compliance with Keeping Children Safe in Education, GDPR and other statutory guidance.
- Ensure all administrative, financial, HR, safeguarding and compliance records are maintained to a standard suitable for internal scrutiny, external audit and Ofsted inspection.
- Lead routine compliance reviews and audits across designated operational areas, ensuring actions are identified, completed and evidenced appropriately.
- Support the administration of Freedom of Information requests, Subject Access Requests and other information requests in accordance with statutory requirements.
- Act as the school's DPO

Governance and School Improvement Collaboration

- Provide administrative support for governors, committees and leadership meetings where required.
- Prepare documentation and records to support audits, inspections and reviews.
- Support the publication and maintenance of statutory information on the school website.
- Ensure vacancies, statutory information and key school documentation are maintained and up to date.
- Contribute to school self-evaluation and improvement planning through effective administration and reporting.
- Support preparation for Ofsted inspections and proprietors' reviews.
- Maintain an understanding of relevant educational legislation and guidance.
- Attend relevant network meetings and represent the school as required.
- Act as a key operational link between the school and proprietors' central teams, coordinating information requests, statutory returns and operational actions.

Professional Responsibilities

- Maintain high standards of professionalism and confidentiality at all times.
- Participate fully in appraisal, supervision and professional development activities.
- Undertake training to maintain and develop skills and knowledge.
- Keep professional knowledge up to date with changes in legislation and best practice.
- Work collaboratively with colleagues across the school
- Promote and uphold the values, vision and ethos of the school
- Appreciate, respect and support the contribution of all colleagues and professionals working with the school.
- Undertake any other duties commensurate with the grade and responsibilities of the post.

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Working Together to Safeguard Children, Prevent) and our safeguarding and child protection policies.
- Work with the designated safeguarding lead (DSL) to promote the best interests of pupils, including sharing concerns where necessary.
- Promote the safeguarding of all pupils in the school.
- Be vigilant in taking responsibility for safeguarding children and comply with the schools safeguarding policy.
- Know that safeguarding is everyone's responsibility and maintain an attitude of "it could happen here".
General responsibilities for all staff
- All staff have a responsibility to work within the school's Child Protection and Safeguarding Policies. Failure by a member of staff to report actual or reasonably suspected physical, sexual or emotional abuse or neglect of a child may be considered a disciplinary offence.
- As employees, all staff may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of pupils, information affecting members of the public, matters concerning staff and/or details of items under consideration of the school. Under no circumstances should such information be divulged or passed to any unauthorised person or persons. This includes holding discussions with colleagues concerning learners in situations where the conversation may be overheard. Breaches of confidentiality will result in disciplinary action, which may involve dismissal.
- All staff have a responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with the organisation's health and safety policy and to undertake specific health and safety responsibilities as directed.
- All staff are expected to support a commitment to equality of opportunity.
- All staff are expected to use their utmost endeavours to promote the interests and reputation of the school and any associated body. Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks to be carried out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Headteacher or Line Manager. Visits are strongly encouraged prior to interview. We support our Inclusion Practitioners to take on other areas of responsibility and become trained and/or qualified in specialist areas, for example ELSA /Thrive / Lego therapy. If you already have specialist training or are willing to undergo further CPD, this would be an advantage.

Safer Recruitment

We are committed to safeguarding and promoting the welfare of our children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to a Disclosure and Barring Service check along with other relevant employment checks.

Person Specification

CRITERIA	QUALITIES
Qualifications and experience	• GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and maths • Experience of managing an office function and improving administrative systems • Experience of effectively dealing with people from a variety of backgrounds on the telephone and in face-to-face situations. • Experience of using modern Information Management Systems. • Use of word processing, spreadsheets and databases.
Experience, Skills and knowledge	• Good literacy and numeracy skills • Good organisational skills • Ability to build effective working relationships with pupils and adults • Excellent verbal communication skills • Ability to work as part of a team and to be flexible in their approach to daily routines • Active listening skills • The ability to remain calm in stressful situations • Knowledge of guidance and requirements around safeguarding children • Good ICT skills, particularly using ICT to support learning • Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice. • Must be sensitive to the requirements of disadvantaged groups and children with special educational needs.

Personal qualities	• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils • Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school • Ability to work under pressure and prioritise effectively • Commitment to always maintaining confidentiality • Commitment to safeguarding and equality • Able to work with statistics and provide forecasting reports. • Able to produce clear and concise reports. • Able to manage and motivate a team. • Able to communicate effectively with young people and parents in difficult situations. • Willing & able to work out of normal hours, e.g. for parents' evenings, governors' meetings, etc. • Willing & able to travel within the city to other schools/colleges and occasionally to other local or national venues as appropriate.
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This job description is subject to annual review and/or change at other times in response to identified needs of the school. The role may require you to manage several sites in the future.