

School Office Manager

Job Description and Person Specification



Job Title	School Office Manger
Contract	Permanent
Salary Range	Grade 9, SCP 23-24
Reporting To	Headteacher
Location	Our Lady & St Patrick's Catholic Primary School, Maryport
Start Date	28.9.26 or ASAP

Key purpose of the role

Job Purpose

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, SAMpeople 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 Trust central teams, 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, Trust review and Ofsted inspection.



The postholder will maintain effective relationships with pupils, parents, staff, governors, contractors and external agencies, providing a welcoming, professional and customer-focused service whilst actively contributing to the continuous improvement of school operations and outcomes.

Main Areas of Responsibility

1. 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 Trust 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.

2. 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 at all times.
- 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.

3. 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.

4. 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 Trust procedures. Lead recruitment process through Trust 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 Trust's HR Information System (SAMpeople), 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 Trust 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 Trust 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 Trust policy.

5. 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 Trust 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 Trust requirements.
- Maintain an informed and up-to-date understanding of developments in information management systems, digital administration and government reporting requirements.

6. 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.

7. Finance and Budget Support

- Process orders and financial transactions in accordance with Trust financial regulations.
- Ensure invoices are accurately recorded and processed within agreed payment deadlines.
- Monitor and reconcile income, expenditure and banking transactions.
- 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 Trust 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 Trust procedures.
- Monitor contractor performance and service delivery against agreed Service Level Agreements.
- Maintain an 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.

9. 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.

10. 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, Trust and statutory policies, procedures and guidance, ensuring compliance and initiating appropriate action where required.
- Support school readiness for safeguarding reviews, audits, Trust 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, Trust review 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.

11. Governance, School Improvement and Trust 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 Trust reviews.
- Maintain an understanding of relevant educational legislation and guidance.



- Work collaboratively with colleagues across the Trust, sharing best practice and contributing to Trust-wide operational initiatives.
- Attend relevant Trust network meetings and represent the school as required.
- Act as a key operational link between the school and Trust central teams, coordinating information requests, statutory returns and operational actions.

12. 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 and Trust.
- Promote and uphold the values, vision and ethos of the school and Trust.
- 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.

Person Specification

Qualifications

Essential

- GCSE English and Mathematics Grade 4/C or above (or equivalent).
- Relevant administrative qualification or equivalent experience.

Desirable

- NVQ Level 3 in Business Administration or equivalent.
- School Business Management qualification.
- CIPD qualification or HR-related qualification.
- First Aid qualification.

Experience

Essential

- Significant experience in an administrative role.
- Experience of working in a school, academy or educational setting.
- Experience of managing confidential information.
- Experience of financial administration and budget monitoring.
- Experience of HR administration and payroll processes.



- Experience of using Management Information Systems and Microsoft Office applications.
- Experience of organising and managing multiple priorities and deadlines.

Desirable

- Experience of line management.
- Experience of Arbor.
- Experience of academy trust procedures.
- Experience of procurement and contract management.
- Experience of maintaining the Single Central Record.
- Experience of supporting safeguarding and compliance processes.

Knowledge

Essential

- Knowledge of safeguarding and child protection requirements.
- Understanding of GDPR and data protection legislation.
- Knowledge of school attendance procedures.
- Understanding of financial administration and procurement processes.
- Knowledge of HR administration procedures.
- Understanding of health and safety requirements.
- Knowledge of administrative systems and office management practices.

Desirable

- Knowledge of Keeping Children Safe in Education.
- Knowledge of school census and statutory returns.
- Understanding of academy trust governance and compliance requirements.

Skills and Competencies

Essential

- Excellent organisational and time management skills.
- Strong communication and interpersonal skills.
- Ability to prioritise competing demands effectively.
- High level of accuracy and attention to detail.
- Strong ICT and data management skills.
- Ability to analyse information and produce reports.
- Ability to maintain confidentiality and exercise discretion.
- Ability to work independently and as part of a team.
- Strong problem-solving and decision-making skills.
- Ability to lead, motivate and support colleagues.



Personal Attributes

Essential

- Professional, approachable and resilient.
- Proactive and solution-focused.
- Flexible and adaptable.
- Commitment to safeguarding and promoting the welfare of children.
- Commitment to equality, diversity and inclusion.
- Positive attitude and willingness to contribute to school improvement.
- Commitment to delivering high standards of customer service.

GENERIC DUTIES RELEVANT TO ALL MEMBERS OF STAFF

The Trust

The ethos of the Trust is included within the strapline “Living, Loving Learning”. All staff are expected to be committed to this aim in everything they do.

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.

Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required

ICT

It is expected that all teaching and support staff follow the ICT Vision of the Trust.

All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust’s Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Academy’s Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.



Safeguarding

The Mater Christi Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Mater Christi Multi Academy Trust. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Child Protection Officer.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Chief Operating Officer. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The school will endeavour to make any necessary reasonable adjustments to the job and working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

General Statement

This job description outlines the main duties and responsibilities of the post. It is not intended to be an exhaustive list and may be amended, following consultation with the postholder, to reflect changes in the needs of the School and Trust. Any changes will be commensurate with the grade and nature of the post.

Signatures

This job description reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the current conditions of employment in the School Teachers' Pay and Conditions Document as they relate to Headteacher.

Signed _____
(Post Holder)

Date _____

Signed _____
(Line Manager)

Date _____