



The St Marylebone Church of England Bridge School

JOB SPECIFICATION

Job Title: School Business & Operations Lead

Responsible to: Head of School

Purpose:

To provide comprehensive and highly proactive administrative support to the Head of School, HR Manager, and Finance Department, ensuring the smooth daily operation of the school. The role demands an anticipatory approach, requiring the post-holder to look forward at the school calendar, identify support needed for upcoming meetings, and take ownership of operational tasks before being prompted. The post-holder will also proactively review and monitor administrative systems to ensure they remain robust and efficient. This is a dynamic position requiring a flexible 'can-do' attitude to support the wider school community, from managing HR and financial data in Google Workspace to assisting with student welfare and general school duties.

School Administration, Reception & PA Duties

- **Systems Oversight:** Review and monitor all administrative processes and systems (including SIMS and Google workflows) to ensure they are robust and fit for purpose.
- **Line Management:** Line manage the Receptionist/Exams Officer and the SEN Administrator.
- **Data & Records Management:** Maintain accurate pupil records and school data within SIMS, including managing Free School Meals (FSM) eligibility checks and confidential records.
- **Preemptive Executive Support:** Proactively manage and anticipate the administrative needs of the Head of School. Look ahead at the school calendar to flag operational requirements, prepare supporting materials for upcoming commitments, and take independent ownership of tasks to streamline workflows.
- **PA & Project Support:** Undertake specific projects as required by the Head of School, handle Freedom of Information requests, and update key documents (such as the prospectus and school policies) as agreed by the SLT.
- **Front-of-House:** Provide a welcoming reception presence; receive guests and visitors, verify DBS/ID compliance, and brief them on safeguarding and housekeeping procedures.
- **Communication:** Manage the central school email account, answer the telephone, handle incoming/outgoing post, and prioritise messages effectively.
- **Parent Communication & Events:** Provide a strategic overview of parental engagement, including:
 - Reviewing and maintaining parent communication systems.
 - Managing the Parent School Calendar on the website.
 - Overseeing and organising whole-school events, open days, and evenings.
 - Analysing and reporting data gathered from parent surveys.
- **Student Welfare & Operational Support:** Proactively assist with daily operational needs, including:
 - Assisting with student welfare (e.g., dealing with sick children, sourcing uniform items, or locating students).
 - Maintaining a clean, safe, and welcoming environment for pupils, staff, and visitors.
 - Preparing and organising refreshments for meetings and events.

HR Administration (Liaising with HR Manager)

- **Absence Management:** Record all staff sickness on SIMS, administer self-certification procedures, and coordinate Return to Work meetings.
- **Recruitment Operations:** Manage vacancies via MyNewTerm (liaising with Debbie for TES/Guardian publications), distribute applications to shortlisting panels, and coordinate interview logistics and candidate packs.
- **Compliance Checks:** Execute rigorous pre-employment checks (including references and ID verification), and initiate DBS, NCTL, and medical checks via the PHC and DfE portals.
- **Staff Onboarding:** Draft offer letters and employment contracts for Debbie to check and Kate to sign, and set up physical personnel files alongside system profiles (including logins and ID cards).
- **Employee Lifecycle:** Track staff probation periods, flag fixed-term contracts three months prior to expiry, and accurately process updates to personal details across SIMS, the SCR, and payroll.
- **Leavers Process:** Update SIMS records and notify payroll of departing staff, coordinate exit interviews, and ensure the recovery of ID cards, keys, and school equipment.

Single Central Record (SCR) (Liaising with HR Manager and DSL)

- **Database Maintenance:** Maintain the Single Central Record (SCR) with absolute accuracy for all staff, governors, contractors, and volunteers.
- **Vetting Compliance:** Ensure all required DBS clearances are updated and renewed within a strict three-year cycle.
- **Statutory Auditing:** Perform comprehensive annual SCR audits to guarantee total data integrity and statutory compliance.

Finance & Procurement (Liaising with Finance)

- **Credit Card Reconciliation:** Lead the monthly credit card reconciliation process by proactively collating all associated invoices and receipts, systematically matching them to the monthly statement, and maintaining a detailed spreadsheet that records the business justification and departmental coding (e.g., Food Technology) for every transaction.
- **Cardholder Administration:** Act as the primary corporate cardholder and administrator for school purchases, ensuring all transactions strictly align with the School's Financial Regulations.
- **Approval Workflow:** Coordinate the formal monthly approval process by presenting fully reconciled statements and supporting evidence to the Head of School for authorisation prior to final submission to the Finance Department.
- **Invoice Processing:** Oversee the timely flow of direct invoices, ensuring that all received goods are verified against delivery notes, invoices are formally approved by the relevant budget holder, and documentation is forwarded to Finance within set deadlines.
- **Petty Cash Lead:** Manage the secure handling, disbursement, and accurate logging of the school's petty cash float in strict accordance with audit requirements.
- **Purchasing Coordination:** Serve as the school's primary lead for all non-pay expenditure, coordinating procurement requests from across the school to streamline ordering and ensure alignment with budgets and financial regulations.
- **Stock & Resource Control:** Monitor and manage stock levels for general school supplies and specialist requirements (such as weekly food technology provisions), ensuring timely replenishment, secure storage, and accurate distribution upon delivery.

- **Best Value Oversight:** Proactively research and compare suppliers to ensure the school achieves "best value" on all purchases, managing the end-to-end procurement process from obtaining initial quotes to verifying the final receipt of undamaged goods.

General Site Services (Liaising with Facilities Manager)

- **Maintenance Liaison:** Work alongside the Facilities Manager to ensure scheduled maintenance is carried out smoothly and arrange appropriate site access for contractors.
- **Contractor Compliance:** Act as the primary point of contact for external service providers (including catering, cleaning, and maintenance), monitoring their performance and conducting health and safety inductions.
- **Delivery Management:** Ensure all incoming goods are verified against delivery notes, stored securely, and distributed to the correct departments promptly.

PERSON SPECIFICATION

Essential Criteria

- **IT & Microsoft Office Proficiency:** Highly proficient in using the full Microsoft Office Suite, with intermediate to advanced skills in Word and Excel to maintain spreadsheets and produce professional documentation.
- **Google Workspace Competency:** Competent in using Google Drive, Docs, Sheets, and Forms for collaborative document management and data collection.
- **Systems Adaptability:** Experience using school management information systems (e.g., SIMS) and recruitment portals (e.g., MyNewTerm), or a proven ability to quickly master new bespoke software.
- **Data Integrity:** A high level of accuracy in data entry and record-keeping, ensuring strict compliance with GDPR and school audit requirements.
- **Communication & Interpersonal Skills:** Excellent communication skills with the ability to interact professionally, confidently, and effectively with a wide range of individuals.
- **Administrative Experience:** Proven experience working in a general office environment, including managing telephones, providing a front-of-house reception service, and multi-tasking effectively.
- **Proactive Initiative:** A self-starter who naturally looks ahead at the school calendar, anticipates upcoming meetings or events, and independently offers preparation and support before being asked. Proven ability to identify operational tasks that need doing and execute them without needing direct supervision or prompting.
- **Professional Demeanour:** A positive, friendly, and approachable attitude, with high personal standards of performance and a pride in one's work.
- **Professional Presentation:** Well-presented at all times, with a commitment to dressing in line with the School's Staff Dress Code given the front-of-house nature of the post.
- **Discretion & Confidentiality:** The ability to handle sensitive information with absolute discretion and maintain strict confidentiality at all times.
- **Ethos Commitment:** A strong commitment to the Christian values and ethos of the School.

Desirable Criteria

- **Prior School Experience:** Experience of working within a school environment and a functional knowledge of standard school systems and processes.

- Database Experience: Prior hands-on experience specifically using SIMS or similar management databases.
- Executive Support Experience: Previous experience working as a Personal Assistant (PA) or Executive Assistant (EA).
- Financial & Procurement Experience: Previous experience handling basic financial administration, such as credit card reconciliation, invoice processing, or managing petty cash workflows.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.