



Job Description

School Office Manager Coulsdon

Hours: 45 hours per week (8am – 5pm) with 1 hour paid break

Contract type: Full time 52 weeks a year

Reporting to: School Business Manager

Responsible for: Catering staff

Please note that there is no staff parking available onsite; however, the school provides a shuttle service to and from Coulsdon South Station for staff convenience.

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

Main purpose

The school office manager is responsible for overseeing the daily administration of the school office including line managing catering staff. They are also responsible for all administrative, financial and organisational processes within the school, maintaining confidentiality at all times. They assist with all the planning and development of support services.

Duties and responsibilities

Organisation

- Ensure the smooth and effective running of the school office and all administrative and communicative systems
- Contribute towards the planning, development and organisation of support service systems, procedures and policies
- Provide administrative support in the organisation of school trips in cooperation with other staff, including offsite PE activities. This includes ensuring that staff and external providers (e.g. coach companies) have completed all associated risk assessments
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required
- Ensure that all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the school

Leadership

- Line manages all catering staff, including reviewing staff performance and carrying out appraisals
- Ensure that all members of the team present a positive image to the school, to all staff, parents and visitors both internally and externally
- Develop a team that delivers and meets the needs of the school
- Take all decisions in line with the vision and values of the school, and encourage others to do the same

Administration

- Record and maintain accurate data using both manual and computerised systems, including Bromcom and Office 365, supporting school leaders with data collections and data entry as directed.

- Process and maintain HR documentation and records, including (but not limited to): processing paperwork for overtime claims, appointments, changes, leavers, volunteers and absences, ensuring agreed procedures are followed and HR/Payroll informed in a timely manner.
- Provide personal, administrative and organisational support to other staff and the governing board.
- Oversee and organise the management of admissions procedures in line with Serenity School's criteria, maintain waiting lists and allocate spaces accordingly in line with the school's admissions policy
- Provide and process financial transactions and administration, including (but not limited to): handling of deliveries; ordering and processing invoices for goods and services; recording the eligibility for free schools meals; management of petty cash, supporting the Headteacher with budget management, ensuring school/Trust policies and procedures are followed and accurate records are maintained at all times.
- Carry out filing, printing and photocopying. Maintain the operation of the printer and photocopier to ensure it's ready to use at all times, resolving any issues as necessary
- Assist with managing the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary
- Manage and organise completed forms from parents. Organise and distribute incoming and outgoing post
- Manage the induction process for new pupils, including uniform supply.
- Book training courses for staff
- Administer medication to pupils as appropriate, maintaining pupil medication records and provide First Aid when necessary.

Resource management

- Order, monitor and manage stock, ensuring best value following the school's purchasing processes
- Order, monitor and manage uniform levels in order to meet pupil termly requirements.
- Oversee and operate relevant equipment and IT packages
- Provide advice and guidance to staff, pupils and others on administration systems and events that take place in school
- Manage financial administration procedures and maintain appropriate records to satisfy audits
- Manage office/catering expenditure with an agreed budget
- Ensure the office is kept tidy and organised making sure there are sufficient office resources available

Compliance

- Manage the administration of recruitment including scheduling interviews, collating documentation, updating SCR files, onboarding process, medical clearance and DBS checks as required
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Support the data protection officer with ensuring data protection compliance and helping the school community understand how to comply with data protection law

The school office manager will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the school office manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher.

Person specification

CRITERIA	QUALITIES
Qualifications and training	➤ NVQ3 in Business Administration or equivalent qualification in a relevant discipline (or working towards)
Experience	➤ Working in an office environment at senior level ➤ Organising, leading and motivating other staff ➤ Developing, managing and operating clerical/administrative/financial and organisational systems ➤ Managing staff ➤ Working with children or young people ➤ Managing school finances and budgets ➤ Analysing and evaluating data
Skills and knowledge	➤ Good knowledge of financial regulations ➤ Excellent attention to detail ➤ Excellent literacy and numeracy skills ➤ Competent use of IT packages including word processing, spreadsheets, computerised accounting systems and school MIS systems ➤ Ability to use relevant office equipment effectively ➤ Ability to plan, organise and prioritise ➤ Understanding of data protection and confidentiality ➤ Understanding of safeguarding
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 maintaining confidentiality at all times ➤ Commitment to safeguarding and equality ➤ Embraces change well ➤ Deals with difficult situations effectively

Notes:

This job description may be amended at any time in consultation with the postholder.

Last review date: 14th July 2026

Next review date: 14th July 2027

Headteacher/line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____