

Job Description - Office Manager

Job details

Salary: NJC 15 (£30,024 FTE, £26,486 Actual Salary)

Hours: 37 hours per week

Contract type: Permanent, Term Time plus 10 days

Reporting to: Headteacher

Responsible for: All members of the Administration Team, 1-5 employees

Main purpose

The Office Manager is responsible for the oversight and management of the strategy and operation to support the business functions of the school, including financial management, health and safety, human resources, compliance and administration.

Working closely with Trust central teams and the headteacher, they will advise on and implement the day-to-day support that enables the school to operate effectively and efficiently, and that allows other members of the leadership team to focus on teaching and learning.

Duties and responsibilities

Leadership and strategy

- Be responsible for line-managing administration staff, managing recruitment, appraisal and professional development, working at all times to develop the team in order to provide the best possible administrative support to the school
- Provide responsive and confident leadership and act as a role model to promote a 'can do' attitude
- Organise, monitor and quality assure administration and communication systems and practice for the smooth and efficient running of the school
- Ensure the office reception area is efficient and high quality to serve the needs of children, staff, parents and visitors.
- Under the direction of the headteacher and working with Trust Finance colleagues, support with financial matters in school, to ensure the school's successful financial performance and to ensure financial decisions are clearly linked to the school's strategic goals
- Take all decisions in line with the vision and values of the school, and encourage others to do the same
- Oversee and manage processes to promote the school to different audiences and raise the positive profile of the school which utilises the school website, signage, the prospectus, and communications with current and prospective parents
- Have an overview of the computer network and management information systems and review how they can be used to enhance the school's administration processes
- As a member of the leadership team, attend and input into leadership team meetings
- Ensure efficient systems for the maintenance of pupil and staff records.
- Prepare and quality assure reports as required.
- Liaise with the local authority and the DFE as required.
- Manage processes around non-teaching services, such as school transport, school vehicles, and the use of external venues
- Engage in Office Manager Network meetings and sessions, and assist in ensuring updates are shared as appropriate and objectives are met for the school
- Work with and support Office Manager peers within the Trust network, linking in and networking to share good practice and seek support and advice when required
- Plan and manage administrative change in accordance with the School development / strategic plan

Financial management

- Oversee and manage the school's day to day finance processes including petty cash, purchase card, invoice and purchase order management, ensuring compliance with necessary Trust procedures and ensuring necessary controls are in place
- Maintain efficient systems for obtaining necessary licences and permissions. Ensure their relevance and timeliness.
- Comply with financial reporting requirements and submit statutory returns in line with Trust procedures
- Oversee school fundraising processes, ensuring fundraising priorities fall in line with the school priorities
- Management of Post 16/nursery finance processes

Human resources

- Manage the school's payroll, recruitment administration provision working closely with Trust Payroll and HR colleagues, ensuring compliance with Trust processes, accuracy and deadlines are met
- Co-ordinate the HR administration of employee recruitment, undertaking all pre-employment checks in accordance with Safer Recruitment Practices and Keeping Children Safe in Education legislation.
- Generate employee contracts via Trust templates.
- Manage the Single Central Record updates
- Support the headteacher and Trust HR colleagues with admin support for HR matters, including attendance, disciplinary, capability and grievance, ensuring Trust policies and processes are adhered to
- Support with administration processes regarding individual risk assessments and recording of health and dietary needs for staff
- Monitor and assist in the management of employee attendance and leave to ensure a continuous service through the year.
- In liaison with the central HR team, provide low-level advice on policy and procedure to the School.
- Assist and support Leaders with new starter procedures including the induction and probation processes
- Manage and maintain employee HR files and tracking processes, in line with with Trust procedures
- Oversee and manage processes relating to staff absence and the organisation of the necessary cover, ensuring compliance with finance processes and procedures, and to assist the school to operate effectively during periods of staff absence

Health and safety

- Manage processes to support the school's compliance with health and safety regulations, and work with Trust/School processes and procedures to minimise risks for all in the school
- Manage health and safety training for staff, including booking courses, monitoring renewal dates and ensuring statutory training requirements are met
- Maintain and update the necessary health and safety procedural documentation for the school ensuring this is communicated and displayed as required, co-ordinating any updates as necessary

Compliance

- Work with relevant Leaders and Trust colleagues to manage the school's compliance with statutory obligations, seeking advice from the relevant sections to ensure legal compliance
- Track school policies and ensure they are updated in accordance with the policy review schedule and communicated effectively

Administration

- Keep records in accordance with the Trust retention schedules, ensuring information security and confidentiality at all times
- Manage processes around the provision of administrative support for the headteacher and leadership team

Communication

- Ensure frontline enquiries from all stakeholders, whether in person, by telephone or on email are dealt with professionally, taking the appropriate action swiftly and appropriately using tact, diplomacy and confidentiality at all times
- Ensure messages are passed on and that suitable records are maintained, and dealt with in the strictest confidence and that information is not disclosed unnecessarily

- Oversee production of newsletters and communications to parents
- Establish constructive relationships and communicate with other agencies/professionals
- Attend and participate in regular meetings as required, including timely distribution of agendas and meeting minutes
- Act as the headteacher's/the School's representative in meetings with Trust partners and contractors
- Link in with relevant parties regarding complaints and compliments relating to non-teaching services, e.g. cleaning, catering, transport, agencies, escalating and following up as appropriate

Safeguarding

- Safeguarding encompasses the duties of child protection and promoting the rights and welfare of children. As such it is everyone's responsibility to safeguard children in line with Keeping Children Safe in Education and provide a safe environment in which children can learn.
- Ensure that school is thoroughly safeguarded through the management and administration of the Single Central Record.

Summary

The Office Manager will:

- be routinely involved in complex day to day issues, one-off projects;
- supervise and train administration employees
- produce standard documents
- solve problems, set up processes etc.
- handle difficult/sensitive situations without supervision;
- prioritise and manage own workload and supervise workload of others;
- be able to work under limited supervision;
- be proactive and use initiative;
- be expected to contribute to the management of change within the school;
- input at a high level of responsibility for the successful and smooth running of the school in many areas, particularly the supervision of all clerical support, statistical control and pupil welfare.

Competencies

The Office Manager will:

- be expected to routinely use computer reports to monitor attendance;
- research and download documents and information;
- undertake research for inclusion in reports;
- be able to compile papers for presentation to the SLT and/or Governors;
- have the capability to amend standard reports to suit school;
- attend Governors' meetings to assist SLT and to present information.
- Attend and contribute at SLT meetings.

The Officer Manager will be expected to undertake all of the above for prolonged periods (for all or most of the day) in a complex setting with conflicting demands.

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 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		E/D	IDENTIFIED
EDUCATION AND TRAINING	Minimum of 5 GCSE or equivalent Level 2 qualification including Maths and English.	E	A
	Qualified to NVQ Level 4 or willingness to work towards.	E	
EXPERIENCE	Office Administration and organisation.	E	A
	Human Resource management.	E	A
	Successful leadership and management experience	D	A
	Working in a school	D	A
	Contributing to staff development	D	A
SKILLS AND ABILITIES	Accurate keyboard skills and excellent working knowledge of ICT applications.	E	A/I/T
	Excellent oral and written communication skills.	E	A/I/T
	Ability to lead, motivate and performance manage employees.	E	A/I
	Ability to make sound judgements in relation to 'best value' practice.	E	A/I
	Excellent accuracy and attention to detail.	E	I/T
	Ability to maintain confidentiality.	E	I
	Ability to organise and prioritise work, use own initiative and work as part of a team.	E	I
	Customer orientated.	E	I
	Able to solve problems and create innovative solutions.	E	I
	Ability to work methodically, managing a heavy and challenging workload, prioritising work to meet tight deadlines.	E	I/T
	Expert knowledge of financial management	D	A/I
	Previous use of Arbor, Google, Sage	D	A
	Effective communication and interpersonal skills	E	A/I
	Ability to communicate a vision and inspire others	E	A/I
	Ability to build effective working relationships with staff and other stakeholders	E	A/I
	Understanding of data protection and confidentiality	E	A
	OTHER REQUIREMENTS	Operate with the highest standards of personal/professional conduct and integrity.	E
Committed to work in line with the Trust's and School values and vision.		E	A/I
Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the School.		E	A/I
Willing to undertake training and continuous professional development in connection with the post.		E	A/I
Able to undertake any travel in connection with the post.		E	A/I
Able to demonstrate sound understanding of equality/diversity in the workplace		E	A/I
Satisfactory Enhanced DBS disclosure.		E	A/I
Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.		E	A/I
A commitment to safeguarding, equality and promoting welfare for all.		E	A/I
Ability to work under pressure and prioritise effectively		E	A/I
Commitment to maintaining confidentiality at all times		E	A/I
Commitment to safeguarding		E	A/I

	Embraces change well	E	A/I
	Deals with difficult situations effectively	E	A/I

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

Last review date: June 2026