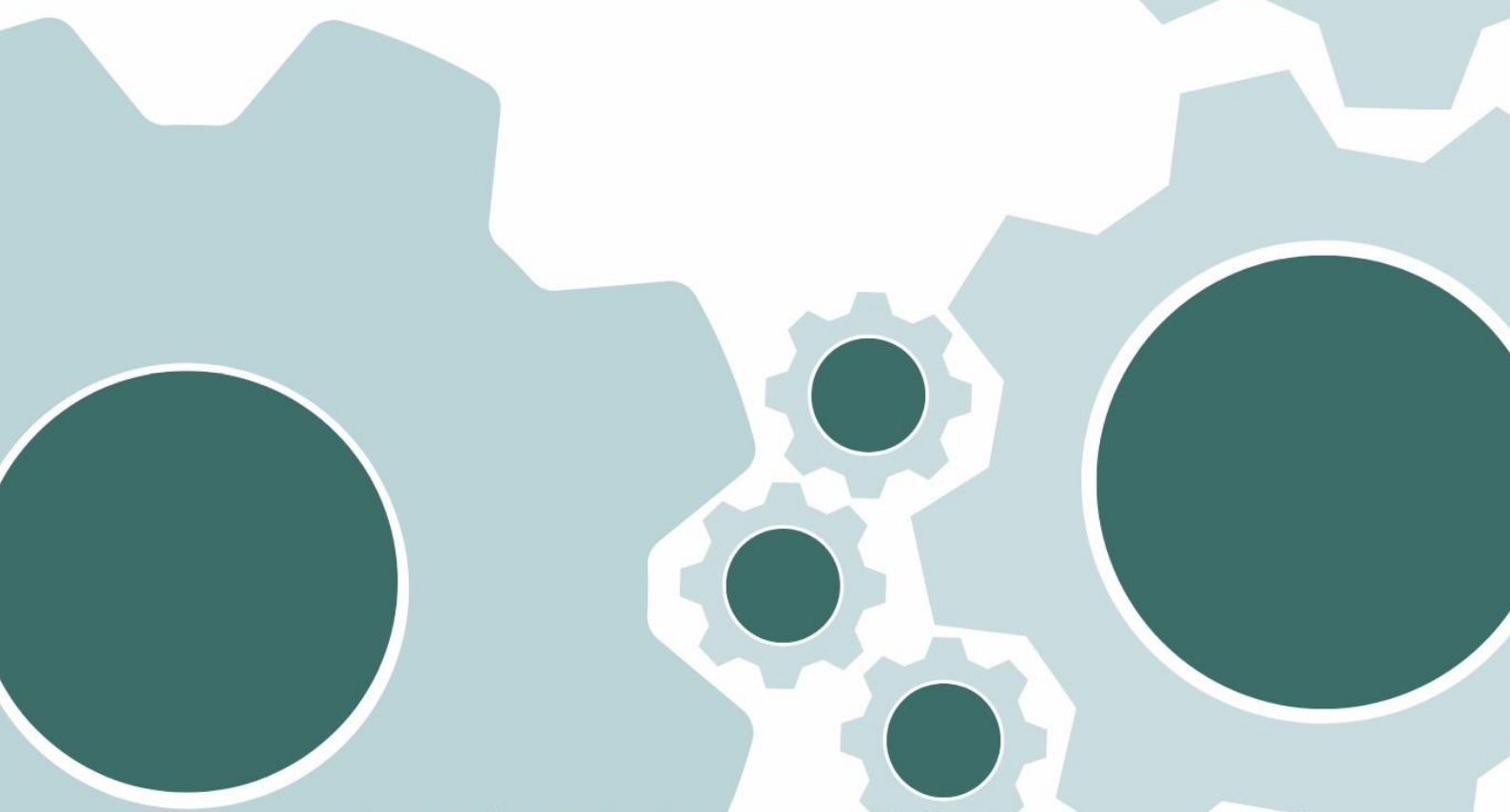
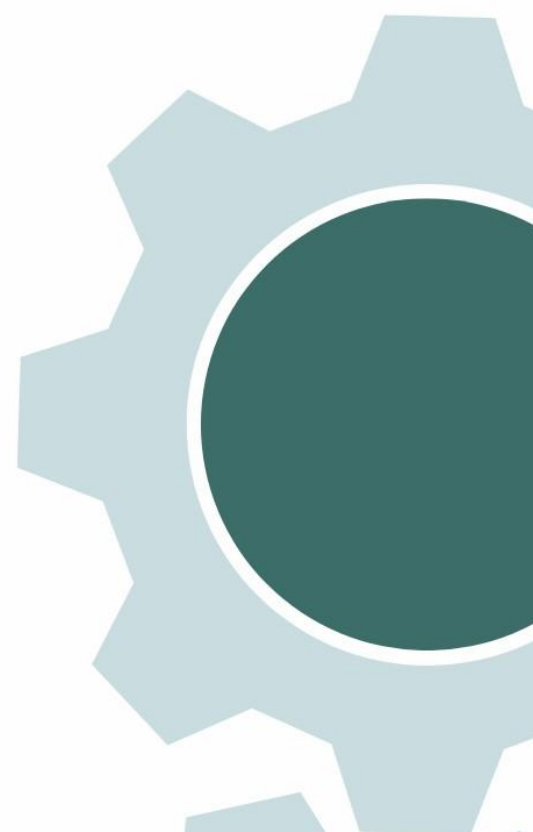




HCAT

Office Manager



EDUCATE. EMPOWER. INSPIRE.

Job Description – Officer Manager

Job Title:	Office Manager
Grade:	Grade 5/6
Responsible to:	Head of School/Senior Leadership Team
Date Agreed:	07.07.2026

Purpose of the Post:

- To manage the effective day-to-day running of the school office, ensuring high-quality administrative systems are in place to support the smooth operation of the school.
- To provide professional leadership of administrative staff and contribute to a positive, efficient and welcoming environment for pupils, parents, staff and visitors.
- To support school leadership with HR administration, compliance and operational systems in line with Trust expectations.
- To ensure that all administrative processes are accurate, compliant and contribute to safeguarding, pupil outcomes and organisational effectiveness.

Duties and Responsibilities:

Leadership and Office Management

- Lead the day-to-day operation of the school office, ensuring systems are efficient, responsive and aligned with Trust standards.
- Line management of administrative staff, providing direction, support and oversight of performance.
- Ensure a welcoming, professional reception service for pupils, parents and visitors.
- Manage communication systems including emails, correspondence and front-of-house enquiries.
- Develop and improve administrative systems and processes to enhance efficiency.
- Coordinate school communications, events and key administrative functions.
- Ensure accurate completion of daily registers in collaboration with attendance leads.

HR and Staff Administration

- Support the recruitment process including advertising, shortlisting and onboarding procedures.
- Maintain accurate and compliant employee records in line with GDPR and safeguarding requirements.
- Maintain and monitor the Single Central Record to statutory standards.
- Record and monitor staff absence, including return-to-work processes.
- Support staff communication and contribute to a positive employee experience.
- Ensure compliance with safer recruitment and safeguarding practices in accordance with Trust policies and procedures.

School Operations and Compliance

- Ensure all statutory returns (e.g. census) are completed accurately and within the given deadline.

- Maintain accurate pupil data systems (e.g. Arbor), including admissions and leavers.
- Coordinate the admissions process (nursery, reception and in-year) with relevant stakeholders.
- Support operational planning, school calendar coordination and event logistics.
- Administer school trips, including bookings, permissions and risk management documentation.
- Monitor and manage school financial administration processes in line with Trust procedures (e.g. purchase orders, payments, income collection).
- Ensure visitor and contractor processes meet safeguarding and compliance requirements.
- Support health and safety systems, including fire drills and compliance checks.
- Liaise effectively with facilities management, IT Team, catering and external providers.

Communication and Stakeholder Engagement

- Build positive, professional relationships with parents, carers and external partners.
- Act as a key point of contact for parental enquiries, resolving issues effectively.
- Ensure communications are clear, timely and aligned with school expectations.

Safeguarding (Critical Responsibility)

- Be fully committed to safeguarding and promoting the welfare of children.
- Ensure all administrative systems support safeguarding compliance, including accurate record keeping.
- Follow all safeguarding procedures in line with *Keeping Children Safe in Education (KCSIE)*.
- Report any concerns about a child's welfare immediately to the Designated Safeguarding Lead (DSL).
- Ensure visitor management and site security processes are rigorously implemented.

Wider School Contribution

- Support the organisation of whole-school events (e.g. parents' evenings).
- Contribute to the wider life of the school and trust.
- Work collaboratively with colleagues across departments and trust central teams.

Professional Standards

- Model high standards of professionalism, organisation and conduct.
- Maintain confidentiality and comply with GDPR.
- Demonstrate commitment to equality, diversity and inclusion.
- Actively engage in ongoing continuous professional development.

To undertake any other duties commensurate with the grade and responsibilities of the post, as directed by the Head of School, Executive Leader or Trust leadership.

This job description is not exhaustive and may be reviewed and amended, in consultation with the postholder, to reflect changes in organisational requirements, statutory guidance or the strategic direction of the Trust.

Employee Specification – Office Manager

Criteria Number	Attributes	Criteria	How Identified	Rank
1	Experience	Significant experience in an administrative or office management role.	Application form/Interview	Essential
2		Experience of leading or managing staff.	Application form/Interview	Essential
3		Experience working in a school or public facing environment.	Application form/Interview	Desirable
4	Qualifications	4 GCSEs (or equivalent) including English and Maths Grade 4/C or above.	Application form/ Certificates	Essential
5		Relevant Level 3 qualification.	Application form/ Certificates	Essential
6	Knowledge	Knowledge of school administrative systems (e.g. MIS such as Arbor).	Application form/Interview	Essential
7		Understanding of safeguarding and statutory compliance requirements.	Application form/Interview	Essential
8		Knowledge of HR and safer recruitment processes.	Application form/Interview	Desirable
9		Understanding of data protection (GDPR) and confidentiality.	Application form/Interview	Essential
10	Skills	Ability to lead, organise and prioritise workload effectively.	Application form/Interview	Essential
11		Strong communication and interpersonal skills.	Application form/Interview	Essential
12		Ability to develop and improve administrative systems.	Application form/Interview	Essential
13		Strong ICT skills and use of digital systems.	Application form/Interview	Essential
14		Ability to work collaboratively as part of a team.	Application form/Interview	Essential
15	Personal Qualities	Professional, approachable, and solution focussed.	Application form/Interview	Essential
16		High levels of integrity and confidentiality	Application form/Interview	Essential
17		Resilient, adaptable, and proactive	Application form/Interview	Essential
18		Commitment to safeguarding and promoting welfare of children.	Application form/Interview	Essential
19		Commitment to equality, diversity and inclusion.	Application form/Interview	Essential

20	Compliance	Willingness to comply with Trust policies (Safeguarding, health and safety and GDPR).	Application form/Interview	Essential
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