



Job Profile: Office Manager

Job Title: Office Manager

Location: Academy

Reports To: Operations Manager

Line Management Responsibility: Designated Support staff teams

Grade: Grade G

Job Purpose:

The Office Manager is a key member of the school's administrative team, responsible for overseeing the efficient and effective operation of the school office. The role includes managing administrative tasks, providing support to staff and students, and ensuring the smooth running of day-to-day activities. The Office Manager plays a central role in maintaining a welcoming and organised environment for students, parents, staff and visitors.

Key Responsibilities:

- **Administrative Support:**

To manage the day-to-day operations of the school office, including answering phone calls, responding to emails, and greeting visitors in a professional and welcoming manner. Handling all incoming and outgoing post, ensuring it is properly distributed to the relevant parties, and preparing and managing various types of documentation, such as reports, letters, newsletters, and meeting agendas. Providing clerical and administrative support to the leadership team as required. To ensure safeguarding procedures are followed and maintain confidentiality and GDPR compliance at all times.

- **School Reception:**

To oversee the Office Administration team who serve as the first point of contact for parents, visitors, and external agencies, offering a professional and friendly service. Ensuring visitors are signed in and out of the building in compliance with safeguarding protocols, and handling student attendance, monitoring absences, and liaising with parents as necessary.

- **Finance, Facilities and Resources Management:**

Supporting in the coordination and management of the booking of school facilities and resources, ensuring office supplies are maintained by ordering stationery and other materials as needed. To assist with managing the school's budget by ordering supplies and overseeing petty cash with proper record-keeping and reconciliation.

Work closely with the site and school services teams to ensure the office and school premises remain safe, clean, and well-maintained and the services provided to students are efficient and effective.

- **Marketing and Communications:**

To liaise with parents, staff, and external stakeholders to ensure effective communication across all parties. To support the creation and distribution of newsletters, promotional materials, and event flyers, ensuring clear and engaging messaging. Acting as the liaison to the Trust's central Marketing and Communications Manager to ensure local marketing initiatives align with the Trust's branding guidelines and reflect the school's values. Update and maintain the school website, ensuring it provides accurate and relevant information for all stakeholders.

- **First Aid:**

Support the school medical officer by acting as a first aider; responding to requests for support with first aid as needed and providing support in the medical room where needed.

- **Local staff related tasks:**

To oversee the Single Central Record for the school ensuring compliance with statutory regulations and Trust guidance, liaising termly with Safeguarding Governor and Headteacher for monitoring purposes. Work closely with the Trust's People Team to support recruitment processes, including advertising internal vacancies, arranging interviews and processing new employee documentation. Supporting with the recording and management of staff attendance and leave requests and assisting with payroll administration (Doc 33 forms) where required. Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job as requested by senior staff.

- **Line Management Responsibilities:**

Manage, Supervise, Train and Develop Office staff as appropriate.

Person Specification

Skills and Qualifications

- **Essential Skills:**

- Previous experience working in a fast-paced office administrative role.
- Strong verbal and written communication skills for interacting with staff, parents, students, and external stakeholders.
- Ability to manage time effectively, meet deadlines, and handle competing priorities.



- Ability to handle unexpected situations and resolve issues efficiently.
- Strong knowledge of Microsoft Office (Word, Excel, Outlook) and school management software; ability to learn new systems quickly.
- **Desirable Skills:**
 - Experience working within an educational setting, particularly within a school environment.
 - Experience with budget management, invoicing, and petty cash reconciliation.
 - Basic understanding of recruitment processes, staff attendance management, and payroll administration.
 - Previous line management experience.

Personal Attributes

- Strong problem-solving abilities and attention to detail.
- Professional and approachable manner when dealing with parents, visitors, and staff.
- Able to build strong working relationships with colleagues, students, and external stakeholders.
- A commitment to maintaining high standards and continuous improvement.
- Empathetic and able to work effectively with diverse teams and student populations.