

Application Pack

Office Manager

An extraordinary education for every pupil



Welcome

Thank you for your interest in joining our team here at Cranham Primary School. I am delighted that you are considering applying for a position here and I hope this application pack gives you a clear sense of who we are, what we stand for, and what we can offer you in return.

If you are passionate about education, share our values, and are excited by the opportunity to contribute to our school community, we would be delighted to receive your application.

Overview

Cranham Primary School is a two-form entry primary school located in Worcester.

We have around 380 pupils at present ranging from 3 to 11 years old and around 80 staff members. Established in 1968, Cranham joined The Rivers CofE Academy Trust in 2016.

Ethos

Our dedicated staff work hard to inspire every child to reach their full potential in a safe, nurturing, and inclusive environment.

Pupil behaviour is excellent and our children are happy, confident and enthusiastic about learning. Nurture is an area which is embedded in our ethos.

We are proud of our strong community links, supportive families, and governance that values the voices of both parents and pupils.

Our emblem, the Crane, reflects our aspiration for every child to "walk tall and fly high." At Cranham, we are committed to providing an extraordinary education for every pupil

Performance

Our latest Ofsted judgment is Good.

Inspectors said 'The school is united in its ambition to do the best for every pupil both academically and personally.'

About Us

The Rivers C of E Academy Trust is a multi-academy school trust, specialists in early years and primary provision, serving over 5250 pupils across three local authorities: Worcestershire, Dudley and Sandwell.

Established in 2014, The Rivers C of E Academy Trust now comprises of a respected teaching alliance, sixteen 'Good' and 'Outstanding' primary, first, and nursery settings and an alternative provision. We are a connected learning community with a shared aim to create **'an extraordinary education for every pupil'**.

We are a community of schools with a 'Christian ethos', welcoming families from all faiths and no faiths, but together we are guided by our shared mission, vision and values.

Our Mission

- Extraordinary Education
- Extraordinary People
- Extraordinary Futures

Our Vision

Through an **extraordinary education**, we empower pupils to be life-long learners and see their limitless potential. Respectful relationships and an unwavering focus on discovering talents and interests enable pupils to flourish and be **extraordinary people**. Together, we spark aspiration and drive achievement, so that pupils contribute positively to society and to their **extraordinary futures** in an ever-changing world.

Our STARS Values



Sharing



Trust



Achievement



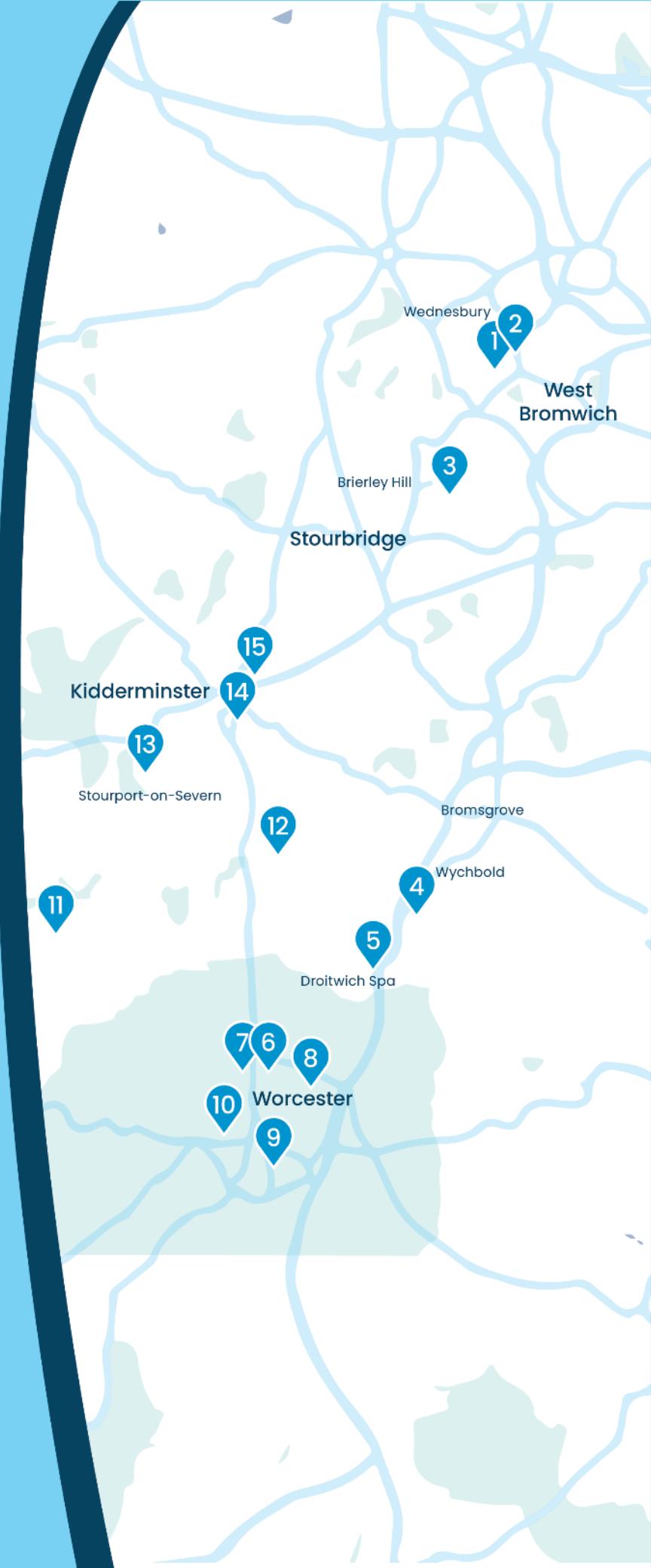
Respect



Safety

Our Schools

- 1 Summerhill Primary Academy Summerhill's Little Treasures
- 2 Jubilee Park Academy
- 3 Dudley Wood Primary School
- 4 Wychbold First and Nursery School
- 5 St Peter's Droitwich CofE Academy
- 6 North Worcester Primary Academy
- 7 Northwick Manor Primary School
- 8 Cranham Primary School
- 9 Cherry Orchard Primary School
- 10 St Clement's CofE Primary School and Pre-School
- 11 Great Witley CE Primary School
- 12 Cutnall Green CofE Primary School
- 13 Burlish Park Primary School
- 14 Heronswood Primary School
- 15 Unity Academy



Staff Benefits

We believe that collaboration and staff wellbeing are at the heart of our success.

Supported by our trust, we offer a range of benefits to enhance our work environment and support the professional and personal growth of our staff, including work-life balance.

Education Mutual

Staff can access a comprehensive range of healthcare services through Education Mutual, including mental health support, 24/7 GP Healthline, physiotherapy, stress management resources, and occupational health services.

Find out more about Healthcare and Wellbeing Services here:
www.educationmutual.co.uk/services/healthcare-and-wellbeing/

Local Government Pension Scheme (LGPS)

The Local Government Pension Scheme (LGPS) is a defined benefit plan, meaning your pension is calculated based on your salary and length of service and adjusted for inflation. This ensures a secure and guaranteed income in retirement, unaffected by investment performance.

Find out more about LGPS here:
www.lgpsmember.org/

Other staff benefits include:

- Competitive salary
- Six INSET days per year
- Protected CPL time
- Continued professional development pathway for every role
- No work communication outside working hours
- Excellent holiday entitlement for support staff: Bank holidays plus 25 days paid holiday (pro rata)
- 5 days extra paid holiday after 5 years' service (pro rata)
- 'Time for You' day
- Family-friendly policies including flexible working, occupational maternity and paternity pay
- Reasonable release time for significant personal events
- Length of service awards
- Resources for retirement and financial planning
- Cycle-to-work scheme
- Free tea, coffee and milk



About the Role

Job Title: Office Manager

Salary: Scale 5, points 12-17. Annual FTE salary range £28,598 to £31,022. Actual pro rata salary range £25,824-£28,013, pay review pending.

Contract Type: Permanent

Reporting To: Headteacher

Location: Cranham Primary School

About: This is a permanent vacancy, working 37 hours per week. The role is term-time, plus TED days, plus 10 additional days during the school holiday period.

Preferred start date: Monday 13th April 2026.

Job Description

The School Office Manager plays a crucial role in creating a professional and welcoming environment for everyone who engages with the school.

The School Office Manager has an integral part within the school staff team. You will play a key role in ensuring that the school follows the correct policies and procedures in a number of areas, including Safeguarding, Health and Safety, financial management and GDPR.

Our People Values:

Extraordinary Education, Extraordinary People, Extraordinary Futures – Through an **extraordinary education**, we empower pupils to be life-long learners and see their limitless potential. Respectful relationships and an unwavering focus on discovering talents and interests, enable pupils to flourish and be **extraordinary people**. Together, we spark aspiration and drive achievement, so that pupils contribute positively to society and to their **extraordinary futures** in an ever-changing world.

Our STARS values – Empowering staff to make a difference to children's outcomes: Sharing; Trust; Achievement; Respect and Safety

We expect our staff to: deliver high quality performance for our children; have a positive and proactive approach; be passionate about learning and CPD; listen to and work collaboratively with others; and engage in school and Trust life.

Accountabilities:

The appointee will work within the school as a leader of the Administration Team.

The Headteacher will hold the post holder to account. A Regional School Business Manager will support the role.

Key Purpose:

The School Office Manager plays a vital role in creating a professional, welcoming and supportive environment for everyone who engages with the school. This will include dealing with complex and sensitive correspondence in a timely and appropriate manner.

Job Description

Key Responsibilities:

Operational Leadership:

Provide leadership, support, training and direct supervision to office staff, ensuring smooth and efficient office operations.

Address operational concerns within the office team and implement improvements to enhance efficiency.

Ensure the office team provides accurate, up-to-date data, as required.

Promote a culture of wellbeing, equality, diversity, and inclusion within the school staff team.

Complete all required data returns, including child and workforce census.

Support the SLT to contribute to effective risk management, and policy generation.

Under the guidance of the Trust DPO, ensure the security of pupil and staff data. Maintaining compliance with GDPR regulations and keep information up to date.

Assist with data protection queries, handle potential complaints and breaches, respond to Subject Access Requests, and Freedom of Information requests in accordance with Trust policies.

Ensure that guests to the school appropriately vetted, and aware of Safeguarding, health and safety, and emergency procedures.

Oversee the maintenance of pupil records, including registration, admission and transfer procedures, and associated statistical analysis for the SLT and other relevant bodies, in order to meet management and statutory requirements.

Be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate adult.

Establish constructive relationships with other agencies and professionals.

Human Resources:

Oversee recruitment, onboarding, training, and induction of all school staff, ensuring that Trust procedures are followed.

Manage employee records and staff MIS, including staff files, Single Central Record, attendance, and training records.

Ensure compliance with HR policies and procedures.

Support SLT with accessing advice and support for HR consultancy matters.

Job Description

Estate Management:

Work with the SLT to coordinate the planned preventative maintenance of school facilities within the agreed budget and respond quickly and efficiently to unplanned events.

Coordinate with external providers of repair and maintenance services.

Ensure compliance with health and safety regulations, maintaining records as appropriate.

Use school software to support the management of routine tasks.

Manage the letting of school premises to outside organisations.

Act as an immediate point of contact and support for site staff.

Work with the SLT and site team to provide direction and line management to the cleaning team.

Finance:

Support the SLT to plan, monitor and manage budgets and expenditures.

Review management accounts and explain variances. Create forecasts as required.

Complete financial tasks relating to Nursery, including submission of Pre-School funding and invoicing.

Ensure timely processing of invoices and payments.

Review payroll reconciliation reports and explain variances.

Take responsibility for balancing income and expenditure in relation to educational visits and other activities.

Adhere to the finance policy in relation to purchases and payment of suppliers.

Manage debt recovery, including monitoring balances, implementing collection strategies, and ensuring compliance with school policies.

Procurement:

Manage the procurement of school supplies, equipment, and services within the limits of the finance policy.

Maintain inventory levels and ensure timely replenishment of supplies.

Support the SLT to monitor the provision of outsourced support services, such as grounds maintenance, and catering providers.

Job Description

Marketing and Communications:

Work with the SLT to develop and support marketing strategies for the school.
Manage internal and external communications, including newsletters, and written and verbal communication with parents.
Ensure consistent branding and messaging across all communication channels.
Work with the SLT to ensure our website is well maintained and compliant.

Other

Undertake such other duties as directed and required from time to time.

The school reserves the right to alter the content of this Job Description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this Job Description must be carried out in a manner which promoted equality of opportunity, dignity and due respect for all employees and service users and is consistent with the School's Equal Opportunities Policy and Code of Conduct.

Person Specification

	Essential	Desirable
Qualifications and Experience	<ul style="list-style-type: none"> • English and Maths qualification equivalent to or exceeding GSCE grades A-C or 5-9. • Proven experience as a school office administrator or office management experience in another industry, 	<ul style="list-style-type: none"> • Level 4 School Business Manager qualification. • Previous experience of working in a school office. • Experience of using pupil and staff MIS. • Experience of claiming Pre School funding from the Local Authority. • Experience of completing payroll reconciliations.
Skills and Knowledge	<ul style="list-style-type: none"> • Ability to handle sensitive information with confidentiality. • Have effective oral and written communication skills. • Ability to liaise effectively with all stakeholders. • Have good organisational and time management skills. • Competent ICT skills. Able to use specialist ICT packages. • Develop their knowledge through the evaluation of their own learning needs. • Be able to work independently. • Remain calm under pressure and be able to adapt to change quickly. • Excellent numeracy and literacy skills. 	<ul style="list-style-type: none"> • Knowledge of Employment Law, <u>Health and Safety Law</u>, financial management and procurement processes. • Knowledge of local education policies and regulations, including <u>Keeping Children Safe in Education</u>. • Strong understanding of GDPR responsibilities and requirements.
Other	<ul style="list-style-type: none"> • A willingness to undertake regular training relevant to working in a school setting and training to support your specific administrative role. • Promote the Academy's aims positively. • Enthusiastic and versatile team player, committed to the ethos of the school. • Co-operative, reliable, customer responsive approach with a "can do" attitude. • Ability to be resilient in challenging situations 	<ul style="list-style-type: none"> • A willingness to undertake the Level 4 School Business Professional qualification.

How to Apply

Application forms are available to download here:

Support Staff Application Form

Please email completed application forms to Tanya Snape-Johnson tsnape-johnson@riverscofe.co.uk by 9.00am on Friday 27th February 2026.

If you would like any information about this role, or to arrange a visit to the school, please contact Liz Greaves on 01905 452437.

We are committed to safeguarding and promoting the well-being of children and expect everyone to share this commitment. The successful applicant will undergo a full enhanced DBS check.



Get in Touch

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The Rivers C of E Academy Trust

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W: www.riverscofe.co.uk/