

Office Manager & PA to Headteacher Job Description

Job Title	Office Manager & PA to Headteacher.
Line Manager	Headteacher.
Supervisory Responsibility	Pupil Data, Admissions, Comms & Social Media Officer Attendance /SEN Officer Office Admin / Reception x 3 Lead Lunchtime Play Supervisors x 3
Pay / Level / Salary	Level 6, Points 24 to 29, £36,676 to £41,126 pa (pro rata) Actual salary £34,380 to £38,552 pa
Hours	Monday to Friday, 37 hours per week 7.00 am to 3.00 pm (½ hour lunch), one afternoon finish 2.30 pm (not Friday)
Contract	Fixed Term to Easter 2026, Term Time plus Inset Days and four additional weeks during school closure.

Your responsibilities as a whole school team member are:

- To promote the school's vision and ethos and contribute to the overall vision and values.
- To share responsibility for and commitment to safeguarding and promoting the welfare of pupils.
- To have the welfare and care of all pupils as a priority when carrying out your responsibilities.
- To promote and use all school policies, systems and administration efficiently.
- To work collaboratively and effectively with colleagues to ensure the harmonious and smooth daily running of the school.
- To maintain diplomacy and confidentiality in a professional and appropriate manner.
- To take part in appraisal reviews in accordance with the school's agreed policies.
- Participation in the wider life of the school e.g. fundraising events, promoting positive relationships between staff and home and school.
- To take part in Continuing Professional Development (CPD) in accordance with the school's agreed policies.
- To be flexible and adaptable in the responsibilities you will assume.

Main purpose of the post:

- To take responsibility for the effective and efficient day to day support for the Headteacher, and Senior Leadership Team (SLT), as required.
- To support other teams / projects /work areas, as directed by the Headteacher, to assist with the smooth running of the school, liaising with the relevant staff to action initiatives and/or specific work areas.
- Acting as the first point of enquiry for the Headteacher and ensuring all communication is dealt with in a professional, efficient and effective manner, online, verbally and in writing.
- Working in close liaison with SLT, taking decisions on day to day operational matters within guidelines, plans and procedures.
- To manage and work cohesively with the Reception and Office team, overseeing the smooth and efficient running of the services provided, ensuring that communication is positive, professional, helpful and informative.

- Acting as Clerk to the Cippenham School Community Council and carrying out the duties associated with the role, with guidance from and in accordance with TEFAT governance, to support councillors in the effective conduct of their roles.
- To work proactively with the PTA to ensure all events are organised thoroughly, clearly communicated and supported by staff, parents, carers and children.
- To actively promote work in partnership with the Business teams to ensure cohesive working practices to meet the needs of the school, in accordance with the Trust and School's ethos, vision, policies and procedures.
- To ensure Business and Office teams work seamlessly to ensure cohesive working practices to meet the needs of the school, in accordance with the Trust and School's ethos, vision, policies and procedures.
- Contributing to and maintaining the school brand and as part of The Elliot Foundation Academies Trust.

Duties:

PA to Headteacher

- Provide timely and effective secretarial / administrative support to the Headteacher and SLT members.
- Ensure the effective response to all communication to all stakeholders on behalf of the Headteacher
- Enable timely communication between SLT and Trust, Councillors, staff and parents / carers/children.
- Support Headteacher in weekly/daily absence cover.
- Support Headteacher with classroom timetables.
- Maintaining good professional relationships with staff, parents, councillors, and external agencies / representatives in order to promote the objectives of the School and Trust.
- Administrative duties include, but are not limited to, actioning clear informative weekly briefings to staff, diary management, hospitality, responding appropriately to mail, updating documentation (including brochures to a high standard), compiling meeting agendas, ensuring supporting documentation is circulated to appropriate parties in a timely manner; taking minutes of meetings, and ensuring action points following meetings are addressed appropriately
- To update Management Information Systems (MIS) as required, ensuring the information is accurate, clear, concise and maintained in a timely manner, for example, for staff performance management / appraisals.
- Oversee to ensure the school has a positive profile on social media (e.g. Instagram, Facebook) and information is appropriate and maintained on a regular basis.
- Developing and maintaining the school website with inspirational, fit for purpose and appropriate information, meeting statutory and Trust requirements.
- Working in partnership with the Site Manager, HR and Finance Leads to enable cohesive working, supporting specific work areas, as required.
- Act as Clerk to the Cippenham School Council to ensure timely and effective support by arranging, attending and minuting all meetings, ensuring action points are coordinated and followed up appropriately.
- Clear communication with the Trust, Directors and teams, as required.
- Ensure complaints, Freedom of information and data requests are dealt with appropriately according to policy and guidance.

- At peak times, coordinate / support priority work areas with colleagues to achieve the required objective.
- Responsible to the Headteacher for the day-to-day management of the school office, and providing PA support to the Headteacher, ensuring that all the school functions support the senior leadership team in the efficient and effective running of the school.
- To be responsible for maintaining pupil data, relevant to the role, producing reports as required, including the school census returns to the Department for Education (DFE).
- Working in partnership with the Finance, HR, and Site Teams to ensure an effective and efficient business management service in school.
- To work in partnership with senior leaders to raise the profile of the school within the community and to encourage applications through engagement with a range of stakeholders.
- Work in partnership with the site team to ensure all policies safeguard our children.

Office Management

- Leading a 'front facing' team to ensure the office / reception services provided are welcoming, positive, efficient and effective, ensuring all stakeholders to the school are greeted in a professional manner.
- To ensure accurate maintenance of the school database, Arbor, e.g. admissions / leavers information.
- Managing the office and reception staff, with responsibilities including: regular team meetings, appraisals, supporting continued professional development (CPD), arranging cover for absent staff for continued efficient services and return to work meetings following reception / office staff absences.
- Oversee the work of the Attendance Officer, in partnership with the Safeguarding Lead, with the common objective of improving pupil attendance and maintaining accurate pupil data on Arbor.
- At peak times, coordinate the work of any colleagues that might assist with the Office / Reception duties.

Attendance

- To drive Attendance as a key improvement area for our school, utilising the Attendance Officer fully to achieve the objectives
- Lead responsibility for attendance, in partnership with and managing the Attendance / SEN Officer, to ensure school attendance targets are met.
- To work in partnership with the Safeguarding Lead and other key staff to ensure improving attendance for all pupils and to reduce the levels of absence, particularly persistent absence and poor punctuality (e.g. lates) across the school and assist with the implementation of agreed strategies.
- To be responsible for the process of "Unauthorised Exceptional Leave" from request through to referral to Slough Borough Council (SBC) Attendance Service as requested by the Safeguarding Lead.
- To use office staff to call all absent children on the first day of absence.
- To ensure home visits are made daily as required.
- To discuss any absent children where there may be vulnerabilities urgently with safeguarding team
- To support Headteacher in completing all necessary returns regarding absence as requested

- Initial family inquiries through to Slough Borough Council (SBC) Admissions returns, ensuring and maintaining a high standard of process organisation.
- To work in partnership with the team and other key staff to ensure accurate, timely administration for pupil admissions; including but not limited to responding to queries and working with external agencies / companies.
- To work in partnership with senior leaders to raise the profile of the school within the community and to encourage applications through engagement with a range of stakeholders.

Pupil Admissions and Leavers

- To oversee school admissions (entry, including in year, and exit / leavers), in line with school / trust policy, liaising with other schools, Slough Borough Council (SBC) and other professional organisations, as required.
- To ensure new pupil information is obtained from feeder schools to support a smooth transition, including downloading Common Transfer Files (CTF) files to create the new starters profiles.
- Working in conjunction with the Senior Leadership Team and other key staff for open days; liaising with the appropriate contacts, such as local nursery schools for Reception intake.
- Overseeing the updating of the key documents, e.g. school brochure, and forms, to ensure parents / carers receive accurate, helpful information, including starting letters and school packs for children joining the school in Reception (September) and during in year in take.
- Maintain a register of vacant pupil places and update SBC allocations information, as required.
- To ensure that Arbor electronic records and statutory spreadsheets are kept up to date concerning pupil admissions (entry and exit); individual data (E.g. PPG; SENd; EAL) and pupil attendance in line with the school's /trust's policies and procedures.
- Acting as the main contact for in year admissions providing relevant information regarding the admissions process to parent / carers, following the allocation of a place by SBC.
- Ensuring that a free school meal enlistment check is undertaken for all admissions (including in year) in order that FSM uptake remains as high as possible.
- Communicate Free School Meals (FSM) eligibility to parents / carers on a regular basis to enable all that meet the criteria the opportunity to apply.
- Overseeing the administration relating to the FSM application process, ensuring Arbor is updated appropriately.
- Managing the leavers process including the:
 - liaison with destination schools, ensuring the pupil is on roll before removal from current roll, within the statutory timescale, and alerting the Safeguarding Lead of any delays / concerns and transferring the appropriate pupil information, including CTFs via secure website.
 - liaison with SBC Attendance Service to obtain authorisation to remove from roll pupils without a destination school or if a pupil has moved out of borough / overseas within the statutory timescales, altering the Safeguarding Lead of any concerns.
 - maintaining accurate records of all conversations and dates relating to the removal of a pupil from roll (including the reason).
 - liaison with Year 6 Team Leaders and other key staff to ensure all pupil files are transferred securely and appropriately.

Lunchtime Play Provision

- Oversee the smooth running of pupils' lunch provision, including ensuring menus are shared with stakeholders
- Support Lead Lunchtime Play Supervisors to ensure happy, safe lunchtime provision for all children
- Effective team work with the Head Chef to ensure children are receiving a good, healthy diet plan.
- Liaise with Chef to manage any delivery crises

Exclusions

- Oversee the administration and provide support for pupil exclusions, as instructed by the Headteacher / Senior Leadership Team (SLT), as required.

The post holder will be expected to work in partnership with all school staff including the Senior Leadership team, parents/carers, internal and external visitors and members of The Elliot Foundation Academies Trust to provide an efficient and flexible delivery of a range of services. The post holder may be expected to undertake any other reasonable duty as directed by Senior Leadership Team including the Headteacher.

Whilst every effort has been made to explain the duties and responsibilities of the post, each individual task may not be identified. Employees are expected to comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in this job description. This post is subject to Enhanced Disclosure procedures. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the postholder.

Staff Member's Name: _____ Date: _____

Signature: _____

Headteacher

Signature: _____ Date: _____

Office Manager & PA to Headteacher
Person Specification

Knowledge, Skills and Experience	Essential Qualities	Desirable Qualities
A good standard of education (minimum requirement - GCSE C or above, in English and Maths or equivalent)	✓	
Further education qualification NVQ Level 3 or above (or equivalent)		✓
Experience of working in an office environment with changing priorities, managing / supervising a team	✓	
A resilient, effective professional with a track record of providing efficient administrative support to a line manager and / or senior team.	✓	
A clear understanding of the level of professionalism required for the role of Personal Assistant.	✓	
Experience of working in a school or educational establishment e.g. college, university	✓	
Knowledge of the importance of the safeguarding of children within a school setting.	✓	
A clear understanding of the statutory requirements and processes relating to the school admission process	✓	
A good understanding and experience of using MIS, with the ability to effectively promote school / trust events and other information to our parents and the wider community.	✓	
Knowledge and experience of using Google suite and / or Microsoft Office and MIS Software (such as Arbor, Scholarpack, SIMS, Parent Pay) and the ability to maintain and analyse data with an attention to detail.	✓	
Excellent co-ordination, organisational and administrative skills, with a commitment to ensure high standards at all time	✓	
Have an awareness of Data Protection requirements and the ability to comply with all the principles of data security to maintain security of data.	✓	
Able to communicate with appropriate tact and discretion and the ability to be impartial, acting with professional integrity at all times;	✓	
Able to work to own initiative, under pressure, prioritising tasks / workloads (short, medium and long-term plans) to meet deadlines.	✓	

Experience of managing staff, undertaking appraisals and supporting CPD		
Excellent interpersonal, oral and written communication skills, with the ability to remain impartial and work sensitivity, observing and maintaining confidentiality appropriately	✓	
Reliable and resilient, with the ability to be flexible and adapt to changing workloads	✓	
Ability to work independently, with self-motivation and confidence, and work effectively as part of a team	✓	
Willingness to play a part in the wider life of the school e.g. school community events and Elliot Foundation Academies Trust events	✓	
A willingness to engage in further continuing professional development (CPD); to undertake relevant training and keep knowledge up to date	✓	