Job Description – Office Manager and Attendance or Admissions Lead

DESCRIPTION: Wexham Court Primary School

POST TITLE: Office Manager and Attendance or Admissions Lead

1. MAIN PURPOSE OF JOB

The Office Manager oversees the effective day-to-day running of the school office and leads either the operational coordination of the school's admissions processes or the school's approach to attendance, depending on their experience and the needs of the school. The specific lead area will be confirmed on appointment.

The postholder will help ensure that the school's administrative, communication and relevant admissions or attendance systems are reliable, efficient and responsive to the needs of pupils, families and staff. They will work closely with school leaders, staff, parents and carers, and relevant external partners to provide an organised, supportive and professional service.

The postholder will carry out their responsibilities in accordance with the school's policies, procedures and published vision and values, promoting a welcoming, inclusive and professional service for the Wexham Court Primary School community.

2. MAIN ACCOUNTABILITIES

The main duties and responsibilities are set out below. The postholder will undertake the **Office Manager** responsibilities and will lead either **Admissions** or **Attendance**, depending on their experience and the needs of the school. The specific lead area will be confirmed on appointment.

Other duties of an appropriate level and nature may be required, as directed by the Headteacher or a member of the senior leadership team. The postholder may occasionally be required to work outside normal school hours for school events, meetings or emergencies.

Office Manager

- Ensure the smooth and effective day-to-day running of the school office and its administrative and communication systems.
- Contribute to the development, implementation and review of office procedures and support services.
- Line-manage administrative staff as delegated, including setting expectations, supporting performance, carrying out appraisals and identifying training needs.
- Train and develop administrative staff, and help build an organised, responsive office team.
- Promote a professional, welcoming and helpful reception for pupils, parents and carers, staff, visitors and external partners.
- Help ensure visitor checks and procedures for monitoring entry to and exit from the school are followed.
- Provide administrative and organisational support to school staff and, as required, the governing board.
- Assist with organising school trips in cooperation with relevant staff, including checking that required documentation and risk assessments have been completed and submitted through the appropriate school processes.
- Assist with organising parents' evenings, meetings and school events, including arranging rooms, equipment and refreshments as required.
- Support the organisation of staff training and the induction of new pupils.

- Manage manual and electronic records and information systems, ensuring records are accurate, accessible to authorised staff and handled securely.
- Manage and organise forms and information received from parents and carers.
- Assist with the school's general email inbox, ensuring messages are directed to the appropriate staff member and expected response arrangements are supported.
- Organise incoming and outgoing post, and undertake filing, printing and photocopying as required.
- Maintain office equipment, including printers and photocopiers, resolving routine issues or arranging appropriate assistance.
- Provide accurate information and practical guidance to staff, pupils, parents and carers, and other stakeholders on relevant school systems and events.
- Assist with recruitment administration, including advertising and collating documentation, and help ensure required pre-employment checks are completed by the appropriate authorised person.
- Book staff training and maintain related administrative records.
- Order, monitor and manage office stock in line with school purchasing procedures and value-for-money requirements.
- Use relevant equipment and IT systems, including the school's management information system (MIS), and support their effective use within the role.
- Manage office expenditure within delegated authority and agreed budgets.
- Maintain financial administration records and support audit requirements.
- Assist with budget planning, monitoring and evaluation, and with procurement, funding or sponsorship administration as directed.
- Manage service contract administration and maintain records of relevant school licences and insurance arrangements.
- Assist with organising premises repairs under the direction of the appropriate school leader or premises manager.
- Help keep the office tidy, organised and appropriately resourced.
- Assist with school communications, marketing and promotion as directed.

Admissions Lead

This section applies if the postholder is appointed to lead admissions.

- Coordinate the administrative arrangements for pupil admissions in line with the school's admissions policy and applicable local authority or trust procedures.
- Ensure parents and carers receive clear, timely and appropriate communications about the admissions process.
- Maintain accurate admissions records, waiting-list information and relevant pupil details on the school's systems.
- Liaise with parents and carers, the local authority, school staff and other relevant parties about admissions matters.
- Coordinate the administrative arrangements for new pupils joining the school, including collecting and recording required information and supporting their induction.
- Ensure changes to pupils' personal information are recorded accurately and securely.
- Provide relevant admissions information and reports to school leaders as required.
- Refer decisions or cases requiring approval or wider judgement to the appropriate school leader.
- Maintain confidentiality and handle admissions information in accordance with school procedures and data protection requirements.

Attendance Lead

This section applies if the postholder is appointed to lead attendance.

- Ensure daily attendance registers are completed accurately and promptly, following up missing or incomplete information with staff.
- Follow up unexplained absences with parents and carers, recording contact and escalating concerns in line with school procedures.
- Coordinate the administration of attendance and absence procedures, including communications to families, attendance meetings and relevant referrals.
- Administer penalty notice processes in line with current requirements, local authority arrangements and school procedures, referring cases for the necessary authorisation.
- Complete attendance returns for the school census and other required returns by the relevant deadlines.
- Maintain accurate, timely and confidential records of attendance, communications, referrals, support plans and interventions.
- Maintain effective working knowledge of the MIS attendance functions and support staff in using them appropriately.
- Support the application of children missing education procedures when required, working with school leaders and relevant agencies.
- Produce attendance reports for parents and school leaders as required.
- Produce and interpret attendance reports, identifying patterns, absence reasons and emerging concerns.
- Present attendance information clearly, including graphs and charts where useful.
- Carry out regular checks of attendance registers and codes to support accurate and consistent recording.
- Monitor attendance for groups of pupils who may need additional support and share relevant information securely with school leaders.
- Bring concerns about individual pupils or groups promptly to the appropriate staff.
- Work with school leaders to identify appropriate support and monitor its impact.
- Coordinate attendance reviews or check-ins as agreed with school leaders.
- Provide relevant attendance information to authorised services and agencies when required.
- Contribute to the development and review of the school's attendance procedures.
- Build constructive, respectful relationships with pupils and families, communicating the importance of regular attendance sensitively and without making assumptions about the reasons for absence.
- Coordinate meetings with pupils, parents and carers to discuss concerns, agree support and review progress.
- Help identify barriers to attendance and work with families and relevant staff to find practical ways to address them.
- Work with school leaders, the designated safeguarding lead (DSL) and external partners where attendance concerns are connected to wider needs.
- Carry out home visits only where necessary, following school policy, risk assessment and lone-working procedures, and with the agreement of the appropriate school leader.
- Attend relevant multi-agency meetings when delegated, sharing accurate attendance information and contributing to coordinated support.
- Keep clear records of meetings, actions, referrals and agreed follow-up.

Applies to all postholders

- Maintain confidentiality and handle sensitive information carefully, sharing it only with authorised people and in accordance with school procedures.
- Keep records in line with the school's retention schedule, data protection requirements and information-security procedures.

- Support the school's data protection officer (DPO) with data protection compliance. The postholder will act as DPO only if formally appointed to that role.
- Follow school policies and procedures, including those relating to health and safety, data protection, information security, equality and safeguarding.
- Report safeguarding or welfare concerns promptly through the school's established procedures.
- Make decisions within the authority delegated to the post and refer matters requiring wider judgement, approval or escalation to the appropriate school leader.
- Uphold the staff code of conduct and contribute to a positive, professional culture across the school.
- Undertake appropriate training and professional development to maintain and develop the skills required for the role.
- Perform other duties that reasonably fall within the scope and level of the post, as directed by the Headteacher after consultation with the postholder.

The duties outlined above are not intended to be a restrictive list. They may be extended or amended to include other tasks appropriate to the grade and responsibilities of the post.

PERSON SPECIFICATION				
Competency		**Attributes – Customer Focus, Development, Relationships, Personal Effectiveness, Expertise, Communication Skills (if appropriate), Managerial (if appropriate), Health & Safety, Equalities Finance**	**Essential/ Desirable**	**Method: Application (A) Interview (I) Test (T)**
Experience	1.1	Experience working in an office environment at a senior or supervisory level.	Essential	A
	1.2	Experience organising, leading or motivating staff and, where relevant, managing their work.	Essential	A I
	1.3	Experience developing, managing and operating administrative, financial or organisational systems.	Essential	A I
	1.4	Experience working with children or young people and, ideally, in a school or other educational setting. Experience supporting school finances, budgets or financial administration.	Essential	A I A I
	1.5	Experience identifying attendance concerns or interventions to improve pupil attendance.	Essential	A I T
	1.6	Experience working directly with pupils and parents or carers, including handling sensitive or difficult conversations.	Essential	A I
	1.7	Experience working collaboratively with colleagues and external partners.	Essential	A I
	1.8		Essential	A I T

	1.9	Experience analysing information, producing reports and identifying relevant patterns or insights.	Essential	A I
	1.10	Experience in areas such as school MIS administration is desirable where these form part of the delegated role.	Desirable	A I
	1.11	Experience administering pupil admissions, enrolment or transfer processes.	Essential	A I
	1.12	Experience liaising with a local authority, admissions team or other relevant partners about pupil admissions.	Desirable	A I
Skills/ Knowledge	2.1	Strong literacy and numeracy skills, with excellent attention to detail.	Essential	A I T
	2.2	Good knowledge of financial procedures and the ability to handle records and resources responsibly.	Essential	A I
	2.3	Competent use of word-processing and spreadsheet applications, computerised accounting systems and school MIS systems.	Essential	A I
	2.4	Ability to use relevant office equipment and learn new systems effectively.	Essential	A I
	2.5	Ability to plan, organise and prioritise competing tasks, and to work accurately under pressure.	Desirable	A I
	2.6	Understanding of confidentiality and data protection requirements.	Essential	A I
	2.7	Understanding of safeguarding responsibilities and how to report concerns promptly.	Essential	A I
	2.8	Good listening skills and effective written and verbal communication.	Desirable	A I
	2.9	Knowledge of possible interventions to support attendance and of barriers that may affect a pupil's regular attendance.	Essential	A I
	2.10	Ability to tailor attendance support to individual circumstances, maintain accurate records and review outcomes.	Essential	A I
	2.11	Ability to use Excel or similar tools to analyse and present data.	Essential	A I
	2.12	Ability to build positive, professional relationships with pupils, staff, parents and carers, and external partners.	Essential	A I
	2.13	Ability to coordinate admissions administration accurately and within required timescales, including maintaining application records and waiting-list information.	Essential	A I
Personal Qualities	3.1	Able to attend meetings as required.	Desirable	I
	3.2	Desire to enhance and develop skills and knowledge through CPD.	Desirable	I

	3.3	Commitment to the highest standards of child protection and safeguarding.	Essential	I T
	3.4	Recognition of the importance of personal responsibility for health and safety.	Essential	I T
	3.5	Commitment to the school's ethos, aims and its whole community.	Essential	I
		Commitment to maintaining confidentiality at all times.	Essential	A I T
Qualifications	4.1	NVQ Level 3 in Business Administration or an equivalent qualification in a relevant discipline, or be working towards one.	Desirable	A I
	4.2	GCSEs or equivalent, including English and mathematics at grade 4/C or above.	Essential	A I
	4.3	Further relevant training or qualifications in areas such as school administration, finance, attendance, data protection, health and safety or first aid are desirable where relevant to the duties.	Desirable	A I

The school is committed to safeguarding and promoting the welfare of children and young people and expects that all staff and volunteers share this commitment. Safeguarding training and qualifications are compulsory for all teaching staff.