



**Reach  
Schools**

CHOICE & OPPORTUNITY  
FOR EVERY CHILD

# Office Manager



Reach Schools

# Welcome,

Everyone at **Reach Schools** believes—passionately and immovably—that *every* child can and should go on to enjoy lives of choice and opportunity.

This core belief drives everything we do. We draw purpose from it, it provides us with a shared vision for every child we work with, and it fuels our tenacity to work together to make it so.

We have the most brilliant, kind and passionate team you could ever wish to work with or have your child grow into adulthood under the guidance of. We are up for doing exciting things, taking calculated risks, and championing the children who need it the most.



**Rebecca  
Cramer**  
CEO, Reach  
Schools

Every Reach school exists to serve this shared purpose. Every Reach school strives to ensure that *every single pupil will leave us with the skills, attributes and academic qualifications to go on to enjoy lives of choice and opportunity.*

To do this, [Reach Schools](#) bring their respective communities together to affirm a shared dedication and commitment to do whatever it takes to secure successful outcomes for the children we love and care for.

All Reach schools hold the highest academic expectations while maintaining a loving, family-focused culture.

All Reach schools aim to know *every* pupil as an individual; harnessing the power of family relationships and all-through knowledge to ensure that we can tailor our curriculum, support and resources to meet each child's needs and desires.

In the following pack, we hope to do the following:

- Share some background information about the evolution and direction of Reach Schools;
- Provide a description of the **Office Manager** role and an indication of the types of skills and attributes we're looking for; and,
- Provide information about **how to apply** for the role, if interested.

If you have any questions at all, please don't hesitate to contact our COO, Hannah Pope on [hannah.pope@reachacademy.org.uk](mailto:hannah.pope@reachacademy.org.uk).

Best wishes,

Rebecca

# About us

Reach Schools



**Reach  
Schools**

## Reach Schools

**Reach Schools** is the (new) name of our multi-academy trust. It belongs to a wider ecosystem of organisations based in Feltham that works to incubate ideas and improve outcomes for our community in Feltham—and beyond.

**Reach Schools** works in partnership with the **Reach Foundation** to *deepen* our impact in Feltham and to *expand* the impact of our pioneering work nationally.

The following pages provide a quick overview of our schools and some related activities.

*Further information about Reach Schools' evolution can be [found here](#).*



Reach Academy  
**Feltham**

est. 2012



**Feltham  
College**

est. 2022



Reach Academy  
**Hanworth Park**

est. 2024

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**REACH  
TEACHER  
TRAINING**

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Our first all-through school.  
We've created a community of pupils, parents and teachers united by the highest expectations of what every young person can achieve *and* the commitment to do whatever it takes to help them get there.

Our pioneering sixth-form college. Feltham College is the the first sixth-form college in the country to be founded by a partnership of education, business, and health service providers whose sole focus is broadening choices and opportunities for young people in Feltham.

Our new all-through school.  
Opening in September 2024, Reach Academy Hanworth Park will serve 1,080 pupils in Feltham; located on a site adjacent to Reach Academy Feltham.

In addition to running our three schools in Feltham, Reach Schools provides **Initial Teacher Training** (in partnership with SWTT) and **Teaching Internships.**

# About the role

Office Manager, Reach Schools



# Role overview

We are seeking an energetic and enthusiastic Office Manager to provide comprehensive administrative support to school staff to ensure the smooth day-to-day management of all key administrative functions.

You will work as an integral part of the school staff and be responsible for managing many key aspects of school operations such as management of the front office team, trips and residential bookings and providing administrative support to senior leaders. You communicate with all staff effectively and efficiently and ensure that processes are streamlined across the school including management of events and calendars across Reach Schools. You will set high standards for customer service and attention to detail, providing first-class and professional service to all stakeholders.

We are looking for a detail-oriented individual who will bring their enthusiasm and can-do attitude to the role.

The position requires a meticulous, proactive, solution-focussed approach to supporting the staff's administrative needs. As the Office Manager, you will provide comprehensive administrative support to the team to ensure the smooth day-to-day management of all key administrative functions.

# Role responsibilities

## Main Responsibilities

- You work in alignment with the Senior Leadership Team through a dialogue of mutual respect and challenge in pursuit of the school's mission.
- You are responsible for managing the Front Office team.
- Act as a fire warden and first aider (training will be provided).
- Coordinate school trips and residentials by organising travel and accommodation where required.
- Manage whole school calendar, coordinate and organise key whole school events
- Manage the administration of school's Single Central Record and recruitment of new staff
- Provide administrative support to the whole school—assisting with student data, records, files and communications; oversee internal printing service, collating forms, surveys, issuing standard letters and assisting with the coordination of Secondary detentions
- Ensure smooth running of the office and manage the front office to promote a welcoming and helpful environment, ensure the telephones are answered quickly and friendly and meet and greet all visitors.

## Office Management

- Line manage the Front Office team.
- Have responsibility for inventory and procurement of stationery supplies, postage, phone, office furniture, and equipment for Reach Schools.
- Coordinate general office systems and files, setting up new ones as necessary.
- Support the management of data systems and ensure data protection policy is complied with at all times.

# Role responsibilities

## Logistics and communications

- You communicate with all staff effectively and efficiently and ensure that processes are streamlined across the school via the events calendar, google calendars and website calendar.
- You oversee all trips and residential bookings
- You communicate with all parents and are responsible for proofreading and authorising all external communications from the school that are sent to groups of parents/carers (eg. texts, emails, letters).
- You have oversight of all events in school and that they are well managed and organised.
- You support the finance team to ensure lunch, trips and residential payments are paid in a timely manner and parents are liaised with quickly. Support meetings and events as required – registration. Helping participants book special requirements, preparing the venue.

## Human Resources

- You support the senior leadership team to administer recruitment processes and interviews so that candidates have an excellent experience prior and at interview.
- Ensure staff files are up to date and files are maintained.
- You oversee all volunteers and visitors to the school, and that they have appropriate access (eg. DBS) and are on the SCR where required as advised by the DSL.
- Organise the induction for new starters, including office furniture and IT requirements, issuing employee handbooks and policies.
- Coordinate DBS checks for staff.
- Manage the recruitment process and paperwork for all vacancies, including advertising, application packs, compiling applicant lists, supporting shortlisting and interviews, reference requests and making any access arrangements for interviews and testing.

# Personal specification

## Required:

- GCSE English and Maths at minimum Grade C/5
- Excellent written and verbal communication skills.
- Competent in using Microsoft (particularly Excel)
- Strong ability to manage multiple tasks and prioritise effectively, whilst ensuring attention to detail.
- Ability to build strong relationships with students, parents, and staff.
- As well as great communication and customer facing skills, the individual must be very comfortable working with databases and using data.
- Adaptability and flexibility: Schools offer dynamic environments where priorities can change rapidly.
- Strong organisational and time management skills: essential for meeting deadlines, prioritising tasks effectively, and maintaining a consistent workflow.

## Desirable

- Worked in an education setting.

# Role details

**Reports to:** Deputy Headteacher (People and Operations)

**Start date:** ASAP

**Salary:** SA5 £32,932-SA10 £39,177

**Contract term:** Permanent, 40 hours per week

**Location:** Feltham

# About the process

How to apply

# How to apply

1. Please **read our ['Safer recruitment' statement](#)** on the following pages below.
2. [Follow this link](#) to **complete an online application form.**
  - The deadline for application is Sunday 5th January at 5pm. We actively encourage early applications. Applications will be reviewed as and when they are received.
3. Suitable candidates will be contacted and invited to attend a **virtual/telephone screening**.
4. **In-person interviews** will be held during the weeks immediately following and preceding the application deadline detailed above.

If you would like to have an informal conversation to discuss the role, please contact [recruitment@reachacademy.org.uk](mailto:recruitment@reachacademy.org.uk).

# Safer recruitment

Reach Academy is committed to safeguarding and promoting the welfare of children and young people. In order to meet this responsibility all candidates will be subjected to a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below. Please do not hesitate to contact the school if further detail is required.

## Disclosure

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020). Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.



The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

## **Interview**

Candidates will be subject to an in-depth, in-person interview and assessment, along with a telephone interview in some circumstances. At each stage of the process candidates will be asked to address any discrepancies, anomalies or gaps in their application form or arising from information gained at the previous stage of the recruitment process.

## **Reference checking**

References from the previous and current employers will be taken up for shortlisted candidates, before interview, and where necessary employers may be contacted to gather further information or address any discrepancies, anomalies or gaps in the reference provided.

## **Online searches**

Keeping Children Safe in Education (KCSIE) asks schools to carry out online searches on shortlisted candidates as part of the process of assessing suitability.

## **Probation**

All new staff will be subject to a probation period (which may, in certain circumstances, be extended). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides Reach Schools with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils.

## **Equal opportunities**

Reach Schools is dedicated to providing equal opportunities and will monitor the recruitment process rigorously to ensure fair access and opportunity for all.

Reach Schools is committed to ensuring our workforce is reflective of our diverse student population and is therefore committed to increasing representation of staff of Black, Asian and Minority Ethnic backgrounds across all roles and at all levels.

If you require assistance in reading this information or in completing the application form, please contact [recruitment@reachacademy.org.uk](mailto:recruitment@reachacademy.org.uk).