



Job Specification

Job Title: Office Manager

Grade: 8	Job Evaluation Code: GS6285
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Reporting to: Senior Leadership Team /HR Manager	Manager's Grade: Leadership
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Location: Kettlethorpe High School

Service Area: Schools	Service Directorate: Family Services
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Workstyle: Office Based

Overall Purpose of the Post:

The post will lead, manage and develop all administrative, organisational processes within the school.

Co-ordinate the planning and development of support services across the admin team in school.

Be the first point of contact for SLT in relation to admin support in school and provide strategic advice and direction to the Headteacher and SLT.

Reports directly to Business and Operations Manager

Requirements for the post.		
	Essential	Desirable
Qualifications/ Training	NVQ 4 or equivalent e.g. ILM Endorsed Certificate – (Skills for Middle Leaders) or Support Work in Schools (SWiS) Level 4 Or Substantial experience in relevant discipline/setting	
Knowledge	Detailed and up to date knowledge of office protocol and professional codes of practice Extensive knowledge of ICT packages e.g. Excel, Word and SIMS. Extensive knowledge of Data Protection and Freedom of Information legislation Full working knowledge of other relevant policies/codes of practice Awareness of other relevant legislation	
Experience	Experience of development, management and operation of administrative systems Significant relevant management/supervisory experience in a school Significant experience of project management	
Physical Skills	Effective use of ICT and other specialist equipment/resources	

	Excellent ICT skills Excellent keyboard skills with precision and at times with speed. Ability to produce accurate documentation of a high standard and be able to accurately input data. Proven extensive ability to develop and adapt management information systems	
Competencies and other skills required	Be able to liaise confidentially and effectively with the SLT, Head of Department and Schools Governors Excellent written and verbal communication skills. Ability to relate to and communicate with a wide range of audiences from pupils and parents to SLT, Governors, Ofsted Inspectors and business representatives. Ability to prepare and present reports to staff, SLT and Governors using a variety of appropriate media Excellent Numeracy/ Literacy Skills Exchange complicated or sensitive information with a range of audiences Ability to manage own work without constant direction, having the ability to prioritise in order to meet very tight deadlines Ability to relate well to children and adults Be able to manage and motivate	

	a team Work constructively as part of a team, understanding school roles and responsibilities and your own position within these Ability to self-evaluate learning needs and actively seek learning opportunities Have confidentiality when dealing with specific staff and pupil issues Be creative and resourceful	
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Key Outcomes/ Activities

Office Manager

- Take a lead role in planning, development, design, organisation and monitoring of support systems/procedures/policies
- Line Manage administrative staff, carry out staff appraisal for all managed staff and hold regular team meetings
- Act a primary point of contact and liaise between managers/teaching staff and administrative staff
- Undertake recruitment/induction/appraisal/training/mentoring for the team
- Strategically manage administrative to enable the delivery of a professional and efficient administrative service
- Liaise, work for and report directly to the Senior Leadership Team (SLT) on any areas of concerns/workloads
- Ensure that the workload across the admin team is prioritised and that the team are managing their workload and output
- Be responsible for the quality control of the output of the team
- Promote staff development and training
- To model the schools vision and ethos as the first point of contact ensuring that good customer service skills are deployed by all the administrative team
- Motivate and encourage team members in relation to their daily/weekly/monthly/termly workloads
- To provide the interface between the admin support team and SLT at school functions/events (evening and after normal school hours)
- Provide personal, administrative and organisational support to other staff
- To resolve problems as they arise communicating effectively with staff at all levels

Reprographics

- Responsible for the smooth running of the school reprographics department ensuring that all deadlines are met and work is prioritised appropriately

- Ensure that the print room staff are aware of any major school events (e.g. Open evening) which will impact on their workloads
- Ensure that all equipment is serviced on a regular basis and the appropriate records kept

General Admin / Data Handling

- Exchange complicated or sensitive information with a range of audiences
- Support for departmental typing e.g. lesson plans, handbooks and schemes of work
- Manage manual and computerised records/information systems
- Analyse and evaluate data/information and produce reports as required
- Undertake complex IT based tasks
- Develop systems to store, both electronic and paper based files for school based Quality Assurance procedures, year by year directed by SLT
- Produce, and respond to, complex correspondence

Responsibilities

- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Develop constructive relationships and communicate with other agencies/professionals
- Share expertise and skills with others
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise and use these to advise and support

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the

post and the grade has been established on this basis.

Responsibility for Resources

Employees (Supervision):

Senior Admin x 1 – Grade 5
Admin Officer x 2 – Grade 4
Receptionist x 1 – Grade 4
Reprographics Officer x 1 – Grade 4

Financial:

None

Physical:

Responsibility to ensure all administrative systems and data is held securely and confidentially within school.

Create any new and develop existing information systems as appropriate and required for school, external agencies, SLT, etc.

Responsibility for security and confidentiality of personal data relating to staff and pupils

Dealing with highly confidential information on a daily basis

Responsibility for data, reception, matron, reprographics equipment, school mobile phone

Effective use of resources as determined by the Headteacher/HR Manager.

Customers and Clients:

Direct contact with the Headteacher and Senior Leadership Team
Front line contact with pupils, parents, staff, visitors, and general public

Working Conditions:

Office based. There are considerable interruptions from staff/pupils/medical emergencies etc

Characteristics of the post:

Employees are encouraged to participate in training activities in order to enhance their own personal development.

The employment checks are required:

- Evidence of entitlement to work in the U.K.
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:

Evidence of a satisfactory safeguarding check e.g. An Enhanced CRB Disclosure

Date completed: October 2026