

Job Description

Role	School Office Manager	
Location	Biddenden, Kent	
Contract Type	Permanent, Term-Time Only Hours: Monday to Friday, 9:00am–5:00pm (1-hour lunch break)	
Hours	Monday to Friday, 9:00am–5:00pm (1-hour lunch break)	
Directorate	Residential Services	
Reports to	Head Teacher	
Direct reports	N/A	
Key relationships	All school staff Local Authorities External service providers	Finance and HR teams Estates team

About Greenfields School

Greenfields School is part of Childhood First, a charity dedicated to providing therapeutic residential care and education to children and young people who have experienced relational trauma. Our work is grounded in psychodynamic and systemic principles. We believe that healing and learning are made possible through the formation of safe, trusting relationships—between children and adults, and among colleagues.

Greenfields School supports children living in our residential communities to access a broad and enriched curriculum tailored to their needs. All staff engage in regular training, reflective practice, and a group process designed to promote emotional awareness, teamwork, and therapeutic care.

Job Purpose

To provide high-quality administrative, organisational, and clerical support to the Head Teacher and staff at Greenfields School. The School Secretary ensures the smooth running of the school office, acts as a central point of contact for internal and external stakeholders, and contributes to the effective operation of school systems in line with therapeutic and regulatory standards.

Key Responsibilities

Office Administration & Communication

- Manage the school calendar, diary scheduling, and meeting coordination.
- Act as first point of contact for the school, managing calls, emails, visitors, and post.
- Prepare and distribute correspondence, reports, and meeting minutes.
- Maintain confidentiality and professionalism in all interactions and documentation.
- Coordinate the organisation of meetings including refreshments and room set-up.
- Liaise effectively with residential homes, local authorities, and other professionals.

Pupil Records & Statutory Administration

- Maintain accurate and up-to-date pupil records and files (physical and digital).
- Manage statutory school registers and update attendance records on designated portals.
- Organise and coordinate statutory meetings such as PEPs and EHCP reviews.
- Collate and submit statutory data including the School Census and DfE information updates.
- Maintain the Single Central Register in line with safeguarding requirements.

Safeguarding & Incident Recording

- Distribute and file safeguarding and serious incident documentation in line with procedures.
- Maintain safeguarding data tables and track report submissions.
- Take minutes at school incident review meetings.

Finance & Budget Administration

- Manage the school's petty cash and pre-pay cards, including reconciliation and top-ups.
- Maintain a real-time school budget spreadsheet and track spending against budget codes.
- Process invoices for approval and liaise with the central finance team.

HR Administration

- Support recruitment administration including interview coordination, reference checks, ID and vetting processes.
- Maintain staff records in both hard copy and HR databases (e.g., SenseHR).
- Manage local HR processes including induction, probation tracking, sickness absence recording, and training matrices.
- Act as liaison with the central HR team for payroll, benefits, and compliance matters.

Facilities & IT Coordination

- Act as point of contact for IT support, log issues and assist with roll-outs and inventory updates.
- Liaise with Estates to report and monitor facilities and maintenance needs.
- Oversee school cleaning services and maintain day-to-day standards.
- Coordinate recycling and replacement of IT equipment where necessary.

Governance Support

- Schedule and prepare for School Governance Board meetings, including minute-taking and collation of papers.
- Maintain training records for governors.
- Coordinate refreshments and hospitality for governance events.

Additional Duties

- Uphold and model the safeguarding, confidentiality, and therapeutic principles of the organisation.
- Engage fully in required training, reflective practice, and staff group process.
- Support the wider school and community with ad hoc administrative and pastoral tasks as needed.

This job description is not exhaustive but simply a guide to the level and range of responsibilities the post holder will be expected to undertake. Childhood First retains the right to update this job description at any time to meet organisational requirements.

Person Specification

Education and qualifications

Requirement	Essential	Desirable
Experience in a senior administrative or office management role	✓	
Excellent written and verbal communication skills	✓	
High level of accuracy, attention to detail and confidentiality	✓	
Strong IT skills including Microsoft Office and database systems	✓	
Ability to prioritise and manage competing demands	✓	
Empathy and emotional intelligence, particularly in working with vulnerable children	✓	
Understanding of safeguarding and data protection responsibilities	✓	
Experience in a school or therapeutic environment		✓
Knowledge of education-specific systems (e.g., SIMS, Asset for Schools)		✓
Familiarity with HR or finance systems		✓
Minute-taking experience		✓