

Person Specification

Office Manager



The Stour Academy Trust

Person Specification for Office Manager

Qualifications and Experience:

- GCSEs (or equivalent) in English and Maths, with a good standard of literacy and numeracy.
- Experience working in an office-based administrative or office management role.
- Experience handling confidential and sensitive information with discretion.
- Competent use of IT systems, including Microsoft Word, Excel, Outlook, and databases or record-keeping systems.
- Experience managing multiple priorities in a busy and demanding environment.
- Experience of financial administration, such as processing invoices, payments, or income.
- Experience of line-managing or supervising staff.
- Experience using a school Management Information System (MIS) such as SIMS, Arbor, or Bromcom (desirable). Experience supporting attendance, admissions, or safeguarding processes (desirable).

Skills and Competencies:

- Ability to manage multiple tasks, prioritise workloads, and meet deadlines in a busy school environment.
- Strong verbal and written communication skills, with the ability to deal professionally and sensitively with parents, pupils, staff, governors, and external agencies.
- Ability to supervise, support, and motivate office staff, allocating work effectively and maintaining high standards.
- Confident use of Microsoft Office (Word, Excel, Outlook) and administrative systems; ability to learn and use school Management Information Systems (MIS).
- High level of accuracy when maintaining records, handling data, processing finance, and producing reports.
- Ability to handle sensitive and safeguarding-related information with discretion and in line with GDPR and school policies.
- Competence in processing orders, invoices, payments, and school income, following financial procedures and controls.
- Ability to deal calmly and effectively with issues as they arise and find practical solutions.
- Friendly, professional, and welcoming approach as the first point of contact for the school.
- Understanding of safeguarding responsibilities and the ability to follow procedures appropriately.
- Willingness to adapt to changing priorities and support the wider needs of the school.
- Ability to work effectively as part of a team and support the wider school community.



Personal Qualities:

- Presents a calm, friendly, and professional manner as a key representative of the school.
- Demonstrates high levels of integrity and maintains strict confidentiality at all times.
- Able to remain composed and effective in a busy, sometimes demanding school environment.
- Dependable, well-organised, and able to manage responsibilities consistently and efficiently.
- Uses initiative, anticipates needs, and identifies improvements without constant supervision.
- Responds positively to changing priorities and the evolving needs of the school day.
- Works well as part of a team and contributes positively to the wider school community.
- Able to manage situations sensitively but firmly when required.
- Shows understanding and sensitivity when dealing with pupils, parents, and staff.
- Demonstrates a genuine commitment to the school's ethos, safeguarding responsibilities, and the wellbeing of children.

Safeguarding:

- Willingness to undergo all necessary safeguarding checks, including an enhanced DBS check.
- Awareness of the importance of confidentiality and appropriate boundaries in a school environment.

