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Headteacher: Mrs Victoria Baldwin BSc (Hons) NPQH

Job description: School Office Manager

Equal Opportunities

Wouldham All Saints CE Primary School is committed to creating a diverse workforce and an inclusive working environment. We welcome applications from all suitably qualified candidates regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Job Details

Salary: KSD

Hours: 37 hours per week, 42 weeks per year (term time plus four additional weeks during school holidays)

Contract: Permanent, Full Time

Reporting to: Headteacher

Responsible for:

- Receptionist
- Office Administrator
- Finance Assistant
- Site Team (Caretakers and Cleaners)
- Catering Team

Main Purpose of the Role

The School Office Manager is responsible for leading the day-to-day operational management of the school office, ensuring the highest standards of administration, customer service, compliance and communication across the school.

Working closely with the Headteacher and Senior Leadership Team, the postholder will oversee administrative, financial, HR and operational systems that enable the school to function efficiently and effectively. They will ensure that all systems are robust, compliant and continually reviewed for improvement, whilst maintaining the highest levels of professionalism, confidentiality and safeguarding.

As one of the first points of contact for pupils, parents, staff and visitors, the Office Manager will promote a welcoming, efficient and positive environment that reflects the Christian vision and values of the school.

Key Responsibilities

Organisation and Operational Management

- Lead and manage the efficient day-to-day operation of the school office.
- Allocate and prioritise workloads, ensuring deadlines are met and work is completed accurately.
- Develop and continually improve administrative systems and procedures to maximise efficiency.
- Co-ordinate administration with Satellite school (Nexus) liaising with their office admin and wider team
- Ensure the office environment is welcoming, organised, professional and fully compliant.
- Coordinate the school's operational calendar, key events and administrative deadlines.
- Provide high-quality PA support to the Headteacher, including diary management, correspondence and meeting organisation.
- Provide administrative support to the Senior Leadership Team, Governors and staff as required.
- Respond professionally and promptly to written, telephone and face-to-face enquiries.
- Ensure effective communication with parents, pupils, staff, governors and external agencies.
- Oversee school communication systems including email, text messaging and parent communication platforms.
- Coordinate whole-school events including parents' evenings, performances, governors' meetings and community events.
- Support the organisation of educational visits, ensuring all risk assessments and documentation are completed.
- Maintain effective electronic and paper filing systems.
- Organise incoming and outgoing post.

Leadership and Line Management

- Line manage administrative staff, Finance Assistant, Receptionist, Site Team and Catering Team.
- Recruit, induct, train and develop administrative staff.
- Support with induction of all new staff.
- Conduct annual performance management and appraisal reviews.
- Monitor staff workloads and deploy resources effectively.
- Hold regular office team meetings.
- Promote a positive, collaborative and solution-focused culture.
- Ensure all members of the office team deliver outstanding customer service.
- Support staff wellbeing whilst maintaining high expectations and accountability.
- Model the school's Christian values, vision and professional standards.

- Contribute to strategic school improvement planning where operational expertise is required.

Administration

- Manage manual and electronic information systems including the school's Management Information System (BromCom).
- Maintain accurate pupil records.
- Analyse and present information, reports and data as required.
- Manage pupil admissions, transfers and transition processes.
- Coordinate induction arrangements for new pupils and families.
- Organise induction programmes for all new staff and volunteers.
- Maintain staff records and personnel files.
- Manage HR administration including appointments, contractual changes, leavers, overtime, absence recording and payroll documentation.
- Ensure all statutory employment documentation is completed accurately.
- Coordinate recruitment administration including advertising, interview arrangements, references, medical clearance and DBS checks.
- Maintain the Single Central Record alongside safeguarding leaders.
- Book staff training and maintain training records.
- Process parental forms and permissions.
- Manage the school email inbox ensuring timely responses.
- Coordinate filing, photocopying and printing requirements.
- Ensure office equipment is maintained and operational.

Finance

Working alongside the Finance Assistant, the Office Manager will:

- Oversee day-to-day financial administration.
- Monitor income relating to school meals, wraparound care, trips, clubs and educational visits.
- Ensure prompt invoicing and debt recovery in line with school policy.
- Monitor office expenditure and agreed budgets.
- Liaise with suppliers and contractors to obtain best value.
- Monitor service contracts and renewals.
- Support budget monitoring and financial reporting.
- Assist with audit preparation and financial compliance.
- Ensure financial procedures comply with school and Local Authority regulations.

Premises and Resource Management

- Line manage the Site Team.
- Coordinate premises maintenance and repairs.
- Liaise with contractors ensuring safeguarding and health and safety procedures are followed.

- Maintain servicing schedules for statutory inspections.
- Manage school licences, insurance and service contracts.
- Assist with procurement of resources and equipment.
- Monitor office stock and ordering systems.
- Oversee operation of office equipment and IT systems.
- Support emergency planning and business continuity arrangements.

Marketing and Community Engagement

- Promote the school positively through all communications.
- Maintain and update the school website ensuring statutory compliance.
- Coordinate prospectuses, promotional materials and marketing literature.
- Manage the school's social media presence in accordance with school policy.
- Support admissions events, open mornings and tours.
- Celebrate school successes through newsletters, social media and promotional activities.

Compliance

- Lead completion of the School Census, Workforce Census and other statutory returns.
- Ensure compliance with:
 - Keeping Children Safe in Education
 - Data Protection legislation (GDPR)
 - Freedom of Information requirements
 - Equality legislation
 - Employment legislation
 - Health and Safety legislation
 - Financial Regulations
- Work alongside the Headteacher as the school's Data Protection Officers
- Maintain confidentiality at all times.
- Ensure records are maintained in accordance with retention schedules.
- Support preparation for Ofsted, SIAMS, audits and external inspections.
- Ensure statutory information on the school website remains accurate and compliant.
- Monitor administrative compliance across the school.

Health, Safety and Safeguarding

- Promote and safeguard the welfare of children and young people.
- Ensure visitors and contractors comply with safeguarding procedures, including signing in and wearing appropriate identification.
- Maintain an excellent understanding of Keeping Children Safe in Education.
- Support the Designated Safeguarding Lead through accurate record keeping and administrative systems.
- Coordinate fire drills and maintain associated records.
- Support health and safety audits.
- Monitor accident reporting systems.

- Ensure risk assessments are appropriately recorded and reviewed.
- Maintain appropriate professional boundaries at all times.

Professional Responsibilities

The postholder will:

- Demonstrate integrity, discretion and absolute confidentiality.
- Be an ambassador for Wouldham All Saints CE Primary School.
- Promote the Christian vision and values of the school.
- Maintain high standards of professionalism and customer service.
- Build positive relationships with pupils, parents, colleagues and external agencies.
- Participate in training and professional development.
- Be flexible in working arrangements, including occasional evening meetings and school events.
- Undertake any other duties commensurate with the grade of the post as directed by the Headteacher.

General

The School Office & Operations Manager will be required to safeguard and promote the welfare of children and young people and work in accordance with Keeping Children Safe in Education, the School Staff Code of Conduct and all school policies.

This job description reflects the present requirements of the role. It is not intended to be an exhaustive list of duties. The responsibilities may be amended from time-to-time following consultation with the postholder to meet the evolving needs of the school.

Person specification

CRITERIA	QUALITIES
Qualifications and training	<ul style="list-style-type: none"> ➤ NVQ3 in Business Administration or equivalent qualification in a relevant discipline (or working towards) ➤ Minimum GCSE English grade C or equivalent ➤ Health & Safety / First Aid qualifications an advantage
Experience	<ul style="list-style-type: none"> ➤ Working in a school office environment at senior level ➤ Organising, leading and motivating other staff ➤ Developing, managing and operating clerical/administrative/financial and organisational systems ➤ Managing staff and HR processes ➤ Working with children or young people
Skills and knowledge	<ul style="list-style-type: none"> ➤ Excellent attention to detail ➤ Excellent literacy and numeracy skills ➤ Competent use of IT packages including word processing, spreadsheets, computerised accounting systems and school MIS systems ➤ Ability to use relevant office equipment effectively ➤ Ability to plan, organise and prioritise ➤ Understanding of data protection and confidentiality ➤ Understanding of safeguarding
Personal qualities	<ul style="list-style-type: none"> ➤ Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils ➤ Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school ➤ Ability to work under pressure and prioritise effectively ➤ Commitment to maintaining confidentiality at all times ➤ Commitment to safeguarding and equality ➤ Embraces change well ➤ Deals with difficult situations effectively

Notes:

This job description may be amended at any time in consultation with the postholder.

Last review date:

Next review date:

Headteacher/line manager's signature: _____

Date: _____

Postholder's signature: _____

Date: _____