

Office Manager

Job Description & Person Specification

Contract Type:	Fixed Term, Maternity Cover
Hours:	37 hours / 52 Weeks
Salary:	£35,235 per annum
DBS Disclosure Level:	Enhanced
Reports To:	HR Manager
Role Purpose:	<p>The Office Manager is a pivotal role responsible for ensuring the efficient and effective running of the main office, including reception, at Coombe House School and the Dorset Centre of Excellence.</p> <p>The role encompasses all aspects of office management and administration, working collaboratively with the Head Teacher, Deputy Head, Managing Director, and other senior leaders.</p> <p>This role includes full line management of key administrative staff, oversight of critical school processes such as attendance, safeguarding administration, admissions, and transport coordination, and managing the office budget.</p> <p>The Office Manager has supervision and line management responsibility for the EHCP Co-ordinator / Administrator, Receptionist/Office Administrator, and the Exams and Assessment Co-ordinator/Administrator.</p> <p>A key member of the shared services team responsible for ensuring there is efficient, effective organisation and administration of company business processes, procedures, and policies.</p> <p>Regularly the first point of contact for a diverse community of pupils, parents, staff, and visitors, the post holder will be an outstanding ambassador for both the school and the company, demonstrating exceptional people skills, a commitment to providing a high level of customer service.</p>
Key Responsibilities:	<p>Key Tasks:</p> <ul style="list-style-type: none"> • The day-to-day running of the main office and being the first point of contact for Coombe House School, and the Dorset Centre of Excellence. • Full line management responsibility for the EHCP Co-ordinator / Administrator, Receptionist/Office Administrator, and the Exams and Assessment Co-ordinator/Administrator. including appraisals, training and development, and performance management. • Providing comprehensive administrative support to the Head Teacher, Senior Leadership Team, teaching staff and other members of the Dorset Centre of Excellence community.

- Monitor the late arrival of pupils and contact parents/carers to identify reasons for non-attendance, ensuring all safeguarding procedures are followed. Ensure that all attendance records are updated and accurate, and welfare calls are actioned.
- Oversee the centralised school diary for the Head Teacher, Senior Leadership Team and the wider staff body - organise and schedule meetings and appointments.
- To oversee the administration of the admissions process within the school including referrals for pupils being considered for a place, and to work with the Local Authority to process all school admissions and leavers. This includes arranging site visits, response letters, managing signed agreements, co-ordinating pupil induction packs, adding on Arbor and maintaining the admissions register.
- Safeguarding Administration - supporting the DSL by communicating with previous schools regarding safeguarding files, as well as sending on safeguarding files for pupil leavers through MyConcern and other confidential methods.
- Attend confidential meetings, prepare paperwork and minutes such as parent, staff and SLT meetings. Document actions arising from meetings attended.
- Oversee and co-ordinate transport requests for alternative provision, transitions and arrangements outside for standard school transport times (9am and 3pm). This includes regular meetings with the Head Teacher and Transport Manager (Dorset Council).
- Raising purchase orders through the Company finance systems.
- Budget holder for the school office budget.
- Administering and facilitating the free school meals (FSM) voucher process.
- Key administrator of 'Evolve' for risk assessments linked to off-site visits, including adding pupils and staff.
- Key administrator of 'Inventry' (the digital visitor and staff sign-in system) which includes configuring fobs to control building access.
- Key administrator for 'Every', the Company's health & safety platform, including adding new starters.
- To support and ensure that the confidentiality of the Head Teacher's work is uncompromised, showing discretion and sensitivity in all tasks, calls, correspondence, and contacts.
- Co-ordinating confidential waste disposal collections.
- Liaise with HR regarding starters/leavers, recruitment open days, interviews, training days, organisation charts and induction preparation including new starter badges and issuing fobs / keys.
- Carrying out comprehensive administrative procedures to ensure compliance with Government, Local Authority and school requirements including pupil censuses and other data extraction.
- Maintain and collate reports, as required.

- To be responsible for the inventory of staff and pupil uniforms, and in liaison with the Finance team to review and implement a robust system for stationery requisition throughout the Company.
- To have an overview and manage visitors and book meeting spaces where relevant, liaising with the estates team for support.

General Duties:

- Carry out filing, printing, photocopying, letters, and other documents.
- Assist with organising parents' evenings and other meetings and events, including the organisation of rooms and equipment.
- Attendance at staff briefings.
- Keep records in accordance with the company's record retention schedule and data protection law, always ensuring information security and confidentiality.
- Being responsible for the maintenance of the computerised pupil information system/s, creating and updating reports as required.
- Ensuring accurate records are maintained for pupils on the roll.
- Maintaining information on other school and company information systems.
- To receive telephone calls, deal with enquiries direct or redirect to the appropriate member of the school's staff, taking messages and arranging appointments and ensuring messages are passed to staff in a timely manner.
- To greet visitors and callers to the school in line with the schools safeguarding procedures including signing visitors in, checking identification, issuing visitor passes and notifying them of the safeguarding and safety procedures.
- To liaise with the Estates team to ensure prompt movement of deliveries to the school, and the correct supervision of contractors.
- Contribute to reporting documents for other staff.
- To be responsible for processing incoming and outgoing mail, including parcels and deliveries. To liaise with the finance department regarding delivery notes so that they can chase any missing orders with the supplier.

The following duties are ones which all staff are required to perform:

- Promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact;
- Observe health and safety procedures and work safely at all times;
- To be responsible for your own continuing self-development, undertaking training as appropriate to the working environment and location, and developments in your role;

	<ul style="list-style-type: none">• Undertake any other duties as required by your manager to meet the changing needs and demands of the Company;• Conduct yourself with professionalism, tact, and diplomacy always as a representative of the Company.
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This job description is current at the date of publication but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade. This job description is provided to assist the post holder to know their principal duties.

PERSON SPECIFICATION

Criteria	Qualities	Essential/Desirable
Qualifications & Experience	1. Complex administration experience	E
	2. Previous experience of working in a school office or busy office environment dealing with the public/clients	E
	3. Proven experience in office management, including managing a diverse team	E
	4. Experience in providing administrative support at a senior level, including diary management and minute-taking.	E
	5. Relevant professional qualifications or certifications in administration or office management (e.g., ILM Level 3/4 or equivalent, secretarial or business qualification)	D
Skills & Knowledge	6. Familiarity with school operations, safeguarding practices, and admissions processes.	D
	7. Adaptable communication style to liaise with all stakeholders	E
	8. Strong literacy and numeracy skills	E
	9. Excellent written and verbal communication skills with the ability to relate well to a wider range of stakeholders	E
	10. Good understanding and ability to use ICT packages including Microsoft 365 and other relevant technology	E
	11. Competence in managing school-specific administrative systems, and general knowledge and awareness of the regulatory framework of schools and education	D
	12. Ability to relate well to children and adults	E
	13. Meticulous in record-keeping and data management	E
	14. Value and respect the views and needs of children and young people	E
	15. Work collaboratively and supportively with colleagues within the organisation	E
	16. Proven ability to manage, develop, and support a team, including conducting appraisals and managing performance	E
	17. Respect and value the different experiences, ideas and backgrounds others can bring to work and to teams	E
	18. Strong organisational and time-management skills, with the ability to handle multiple tasks and deadlines effectively.	E
	19. Committed to continual personal and professional development	E
Personal Attributes	20. Commitment to maintaining a high level of discretion, confidentiality, sensitivity and integrity at all times	E
	21. Resilience to challenges	E

	22. Commitment to safeguarding and equality, and to the ethos and values of Coombe House School and the Dorset Centre of Excellence	E
	23. Proactive and solution-focused, with the ability to work independently and take ownership of responsibilities	E
	24. Adaptable to changing priorities and able to work under pressure	E