

# Melbury College Melrose School

Office Manager  
Recruitment Pack



# Welcome from the Executive Headteacher

Carla Chandler



Melbury College; a partnership of Merton's specialist education support schools and services supporting primary and secondary pupils with complex behaviour needs, Social, Emotional and Mental Health issues (SEMH), ASD, Speech and Language needs and medical issues. Sites include Melrose School: Primary and Secondary, Canterbury Campus PRU, Lavender Campus (Medical/Mental Health needs), Cobham Court and Whatley Campus.

Melbury College comprises of two DfE registered schools, which are inspected separately. Melrose School, **URN: 102697, DfE number: 315/7003** comprises of Melrose Primary and Secondary, Whatley Campus and Cobham/ Worsfold House Bespoke. Canterbury Campus, **URN: 133754, DfE number: 315/1100** comprises of Canterbury Campus PRU and Lavender Campus.

Melbury College aims to educate the 'whole child' through a personalised approach to learning. Pupils are supported, challenged, stretched and inspired in a wide range of learning opportunities through our broad, balanced and engaging curriculum.

We will transform the lives of young people by providing bespoke and specialist education of the highest standard.

Our vision is to ensure that students who for one reason or another are finding it difficult to attend or make progress in the borough's mainstream schools, are provided with an individualised curriculum that meets their needs and aspirations and the support that they and their family might need to help them to succeed.

# Melrose School – Welcome from our Headteacher

Amanda Addy

Thank you for your interest in working at Melrose School! I am proud to be the Headteacher of Melrose, a Special School for pupils aged 5-16 years, located in Merton. At Melrose, we cater for pupils with social, emotional, mental health needs and many have additional challenges and diagnoses and present with difficulties in social communication and emotional regulation. We pride ourselves on the specialist support and nurturing environment we offer which enables pupils to access tailored support and learning so that each young person is able to engage positively in education and fulfil their potential.



Within our Primary provision, we have four mixed-aged classes. Each class has a teacher and two teaching assistants with class sizes of around six pupils. All pupils access the National Curriculum which is adapted and delivered creatively to support learner engagement. Specialist SALT and OT provision is integrated into the primary curriculum. In Year 7, we run a 'nurture class' which bridges the transition from primary into secondary education. This runs similar to a primary model where pupils are taught for the majority of the school day by one teacher in their classroom with some specialist teaching throughout the week. From Year 8 onwards, pupils work in tutor groups and access specialist teacher across the week, moving around the school. Class sizes in Secondary are around six pupils with a teaching assistant supporting each lesson. At Secondary, pupils access a GCSE pathway which is supported with a vocational offer at Key Stage 4. Across the school we provide 'Social Development Opportunities' which offer structured enrichment activities to develop skills such as teamwork and resilience. The work across our school is underpinned by our trauma-informed practices.

We welcome all prospective candidates for a telephone call or visit where you can find more information about our school.

*Melrose School- Nurturing Success*

***Melrose is a school that creates a safe and caring learning environment where individuality is championed and where children receive high quality educational provision.***

***We provide a foundation for growth and success through nurture, bespoke learning and personal development opportunities; building confidence and resilience so our pupils are well prepared for the next stages in life and the challenges and opportunities they will face.***

# Role Description – Office Manager

**Line Manager:** Headteacher/Finance HR Manager

## Main Purpose of the Role

The Office Manager will act as the school's first point of contact, overseeing the day-to-day operation of the school office and ensuring the smooth, efficient and confidential delivery of all administrative, admissions and organisational processes.

Working collaboratively with the Headteacher, and the SLT, the post holder will provide high-quality operational and administrative support to enable the school to achieve its educational objectives. The role includes line management of the admin assistants and plays a key role in supporting safeguarding, data management, compliance and effective communication with parents, staff and external agencies

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## Key Responsibilities and Accountabilities

### 1. Office Management

- Lead, manage and oversee the day-to-day running of the school office, including reception, telephone, email and visitor management.
- Establish, maintain and review efficient office systems, procedures and policies.
- Maintain a professional, welcoming, secure and well-organised office and reception environment.
- Manage school calendar updates, room bookings and whole-school events in collaboration with the Headteacher and SLT.
- Maintain oversight of office-based systems, including MIS (SIMS), sign-in systems and relevant Googledocs
- Line-manage, support, train and develop the school office team, ensuring effective cover, performance and professional development.

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### 2. Administration, Admissions & Data Management

- Oversee and manage school admissions processes in line with Local Authority, and statutory guidance, including pupil application forms, pupil premium forms and induction.
- Oversee accurate attendance and First day calling procedures for Melrose Primary and Secondary, Cobham Court/Worsfold House and Whatley Campus in conjunction with the site specific admin officers.
- Ensure accurate, timely and confidential maintenance of pupil and school records (both electronic and paper), including safeguarding, medical and SEN information.
- Maintain the school's records retention schedule in line with statutory requirements.
- Monitor and manage pupil attendance, absence procedures, fixed term suspension letters and Penalty Charge Notices

- Produce reports and data for the Headteacher, Governors and external agencies as required.
  - Manage the receipt and secure storage of Examination papers
  - Ensure accurate and timely School census returns in liaison with the Finance & HR Manager
  - Provide administrative and organisational support to the Headteacher and SLT as required.
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### 3. Trips, Enrichment & Events

- Support the Trip Coordinator in managing educational visits, including risk assessments, administration, liaison with staff and costing breakdowns.
  - Support the planning and coordination of enrichment activities and whole-school events.
  - Manage the school minibus booking system, ensuring equitable access for departments while strictly verifying that all drivers meet licensing requirements, complete pre-trip safety checks, and adhere to school transport policies.
  - Ensure compliance with safeguarding, health and safety and risk assessment requirements for all trips and activities.
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### 4. HR, Finance & Resources

- Support safer recruitment with visitor and agency staff management in liaison with the HR team
  - Manage office budgets, stock, resources and procurement to ensure best value for money.
  - Manage the school payment system, Parent pay, including lunches, trips, uniform and other income streams.
  - Oversee accurate School lunch returns to the caterers.
  - Provide comprehensive administrative support for the interview process, including the preparation of interview rooms, oversight of candidate documentation and ID checks, and the timely coordination of panels and catering to ensure the process runs efficiently and reflects the school's professional standards
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### 5. Safeguarding, Health & Safety

- Ensure health and safety procedures are implemented and monitored within the school office and reception areas.
- Maintain strict confidentiality at all times, particularly in relation to pupils, families and staff.
- Oversee the administration of pupil medication and first aid provision, ensuring the medical room is fully stocked and compliant with health and safety regulations, and that all medical records, care plans, and accident reports are maintained with high levels of accuracy and confidentiality. Provide a calm and supportive environment

for unwell children while ensuring parents and staff are kept informed in line with school policy.

- Act as a key point of contact for premises and facilities management staff, ensuring operational efficiency and providing critical administrative leadership during emergency evacuations and the implementation of school safety plans

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## 6. Additional Responsibilities

- Build positive, professional relationships with parents, pupils, staff and external agencies, delivering a high standard of customer service.
- Work collaboratively as part of the school team and across the Melbury.
- Undertake additional duties appropriate to the role, following discussion with the Headteacher.
- Act as the lead coordinator for school hospitality, overseeing the setup of meeting spaces and the provision of refreshments to ensure a professional and hospitable experience for Governors, guests, and visiting professionals

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## Person Specification (Summary)

### Essential:

- 5 GCSEs including English and Maths (Grade C/4 or above or equivalent).
- Significant experience providing high-quality administrative support.
- Experience of line management or supervising staff.
- Strong organisational, communication and IT skills (including SIMS and Microsoft Office/Google).
- Experience working in a busy environment with competing priorities.
- Commitment to safeguarding and promoting the welfare of children.

### Desirable:

- Experience working in a school or special school setting.
- Experience working with children and young people with additional needs.
- A-Levels or Degree.

### Other Requirements:

- Enhanced DBS clearance required.

## What it's like to work for us

'Working at Melrose comes with its challenges but it is by far the most rewarding job I have ever had! The pupils make exceptional progress and never fail to put a smile on our faces!' Marc, Positive Behaviour Lead



'Working at Melrose school brings me great fulfilment as we really see the progress pupils make and the successes they go to achieve' Ian, Science teacher

"I enjoy the cut and thrust of working to achieve the best possible outcomes for our young people. They are expressive, creative and diverse individuals who inspire me." Ros - strategic lead for quality of education



'I have been a Head of Department at Melrose and Whatley Campus for two years and I am so happy that I made the move from mainstream to this wonderful school. All of the staff have a 'can do' attitude that comes from their wellbeing and workload being constantly considered and looked after. The young people in our care really benefit from, not only the great teaching, but also the excellent support that TA's and HLTA's give them to enable them to thrive. In many cases, our students have been unable to access learning at other schools but they have flourished here due to our personalised approach to learning. Whatley Campus really is an excellent school.' Gemma Massey - Head of English

'The highlight of working at Melrose is that it is a diverse and inclusive environment. No day is ever the same and gives you wealth of experience in different walks of life. I have seen many different young people come through the doors alongside others to ensure their journey is a successful one. Working at Melrose has been a large piece of my life, 19 years, watching the school evolve and grow in a positive way.' Princess, Office Manager



## Ofsted – July 2024

“This is a school where positive working relationships between staff, pupils and their families is championed.”

“Many pupils who attend this school have had a negative experience of education before they joined here. The curriculum has been designed to help pupils re-engage with learning, as well as achieve the qualifications they need for their next stage of education, training or employment.”

For more on our recent Ofsted please visit

<https://reports.ofsted.gov.uk/provider/25/102697>

## Message from our Chair of Governors

*“Being the chair of governors can be an extremely rewarding opportunity! It enables me to play a pivotal role in shaping the educational environment, supporting staff and students, and making a positive impact on the community. By working collaboratively with the governing body, to shape policies and initiatives ensures that the next generation receive high-quality learning experiences.” James Holmes*

## What we offer:

- A wonderfully supportive family of teaching, support, therapy and admin staff
- No more than 10 students in a class
- Young people who want to be in school and enjoy their time with us
- Supportive parents
- Bespoke SEN facilities and resources
- On-site parking and secure cycle storage
- On-site gym (after school hours)
- A comprehensive induction programme for all new staff
- An extensive staff wellbeing programme
- Weekly CPD
- Career progression within Melrose Primary and Secondary as we continue to grow, and across Melbury College

## How to find us

Melbury College - Melrose School

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Tel: 020 8646 2620

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