

Nova Hreod Academy

Job Description

Post Title:	Office Manager
Purpose:	To lead and develop a high-performing office and front-of-house service that is welcoming, professional, and efficient, while leading marketing and communications that enhance the Academy's reputation and engagement with all stakeholders.
Reporting to:	Executive Business Manager

MAIN (CORE) DUTIES	
Office Leadership and Service Excellence	<ul style="list-style-type: none">• Lead day-to-day operations across reception, student services, reprographics, and marketing/communications.• Maintain robust office systems (workflows, shared inboxes, telephony, helpdesk tickets) to meet agreed service levels (call answer times, visitor wait times, turnaround of parental queries).• Ensure a safeguarding-aware, courteous, and professional welcoming front of house experience for all visitors.• Develop and maintain standard operating procedures (SOPs) and a shared knowledge base (e.g., on SharePoint/Teams).• Plan and manage termly rotas, cover arrangements and annual calendars (including exam seasons, parents' evenings).• Track and report key performance indicators (KPI's) to inform continuous improvement.• Ensure compliant and secure data management, including student records and statutory website content.• Oversee the first aid provision and student medical needs, including incident reporting and liaison with parents/carers.• Coordinates PFI/estates helpdesk requests to ensure safe, functional facilities and timely issue resolution.• Line manage the office team: recruitment (with safer recruitment practices), induction, performance reviews, coaching, CPD, and wellbeing.• Build a positive, inclusive culture focused on collaboration, accountability, and customer service.• Identify skills gaps (e.g., MIS, safeguarding, first aid, communications) and devise a training plan alongside the Executive Business Manager.• Develop and maintain effective working relationships with all stakeholders, such as head office staff, reporters, governors, academy staff, the senior leadership team etc• Promote and uphold Nova Hreod Academy's brand standards across all communications and marketing activities.

	<ul style="list-style-type: none"> • Utilise the marketing calendar to ensure all opportunities are maximised. • Develop and manage a database of usable photos to market the academy. • Ensure all photographs used in marketing materials adhere to safeguarding requirements. • Identify and implement creative strategies to strengthen the Academy’s visibility and engagement with parents and the wider community. • Support the Principal and the Assistant Principal responsible for Admissions in establishing and developing strong and sustainable partnerships with local primary schools and communities.
Student Services and Data Compliance	<ul style="list-style-type: none"> • Ensure accurate, timely maintenance of student records in the MIS, Arbor system, in line with UK GDPR and DPA 2018. • Oversee routine parental communications, consent, medical information, and document management (secure storage and retention schedules). • Work with Attendance/Year Teams to support student-facing administration (passes, reports, letters). • Ensure adequate first aid cover, rota and training; maintain first aid supplies and medical care plans in liaison with the SEND/Medical Lead. • Ensure incident reporting is completed (serious accidents via ARMS; minor incidents via the accident book) and support RIDDOR processes where required. • Uphold safeguarding, confidentiality and professional boundaries at all times; ensure office staff complete and annually refresh KCSIE and safeguarding training.
Marketing, Communications and Events	<ul style="list-style-type: none"> • Deliver high-quality communications with students, families, staff, governors, United Learning, and external partners. • Own the school marketing activity (including website, social media, open events) to support reputation and admissions. • Own a marketing and communications plan (content calendar) aligned to the school improvement and admissions cycles. • Produce high-quality, accessible, and brand-consistent content for the website, newsletter, press, and social media; coordinate school photography/videography. • Proactively develop news stories with staff; draft and quality-assure internal/external communications and press releases (liaising with United Learning press as needed). • Maintain the school website to ensure accuracy, timeliness and statutory compliance; coordinate uploads of policies and required documents. • Administer and moderate social media channels, monitoring analytics and safeguarding considerations. • Lead communications and registration tasks for Catalyst STEM Stream.

	<ul style="list-style-type: none"> Plan and deliver open evenings/days, parents’ evenings, awards events, and other whole-school events—covering logistics, risk assessments, staffing, and post-event evaluation. Liaise with local partners, feeder schools, and community organisations to positively represent the school.
Facilities Interface for the PFI and Operational Support	<ul style="list-style-type: none"> Operate the PFI helpdesk/reporting process; track, chase and close jobs; escalate where service levels are not met; provide status reports to the Business Manager. Support Health and Safety compliance activities (visitor management, contractor sign-in, permits to work, reception risk assessments). Coordinate reprographics services to ensure cost-effective, sustainable output and timely turnaround.
Supporting the academy	<ul style="list-style-type: none"> To play a full part in the life of the academy community, to support its distinctive mission and ethos and to encourage the community, staff and students to follow this example. From time to time, it may be necessary for the post holder to support the wider admin team in a variety of events and be flexible with working hours.
Engaging in Professional Development	<ul style="list-style-type: none"> To participate in regular performance reviews to ensure that any personal development needs are identified, and met. To attend relevant INSET training. Review and maintain own professional practice through agreed development activities.
Health and Safety	In accordance with the provisions of the Health and Safety at Work Act 1974, to take reasonable care for the Health and Safety of yourself, colleagues and pupils who may be affected by your omissions at work, and to co-operate with the Academy so far as is necessary to enable the academy to perform or comply with their duties under statutory Health and Safety provisions.
Other Specific Duties	
<ul style="list-style-type: none"> To actively promote the academy’s policies To continue personal professional development To comply with the academy’s Health and Safety Policy and undertake risk assessments as appropriate To comply with the academy’s procedures concerning safeguarding and to ensure that training is accessed <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>Employees are expected to maintain a standard of dress conducive to their position as professionals and in setting an example to students.</p>	

Please note that it may be necessary to attend events at any of the academy sites. It will be necessary for the postholder to be flexible with regard to working hours, by prior arrangement.

This job description is not necessarily a comprehensive definition. It will be reviewed periodically and when appropriate to reflect or anticipate changes in the job commensurate with the grade and job title. It may be subject to change or modification at any time after consultation taking into account the circumstances of the Academies and their implications.

Employee Signature:

Print Name:

Date