



Job Description– Office Manager

This job description does not form part of any employee's terms and conditions of employment and is not intended to have any contractual effect. As with all posts, the Principal will reserve the right to vary the precise responsibilities should the needs of the school change and opportunities arise.

Safer Recruitment/Pre Employment Checks

- Completion of a satisfactory Disclosure and Barring Service (DBS) check;
- A qualification check;
- At least two satisfactory references. One must be from your current, or most recent employer (for school based candidates, one must be from the head teacher);
- Online searches for shortlisted candidates (as advised by Keeping Children Safe in Education 2025);
- A medical questionnaire.

Please note, that this post is exempt from the Rehabilitation of Offenders Act 1974. You must give details on your application form of all offences, convictions, cautions or bind overs you have or any court cases that you have pending.

Key Responsibilities and Duties

Leadership and Management

- Provide leadership and line management within the main school office and the primary phase office;
- Organise and oversee the day-to-day operations of the main office, ensuring efficient workflow and high-quality service delivery;
- Ensure office staff meet the service requirements of the Academy, including performance monitoring and staff development.

Reception and Front Desk Operations

- Staff the front desk, manage telephone calls, greet visitors, and support students with professionalism and courtesy;
- Managing and responding effectively to the school email account;
- Maintain a welcoming and safe reception environment that reflects the school's ethos and values;
- Signing in all visitors, checking their credentials/identification and ensuring that they are signed in using the school's e-reception software and that the correct lanyards are given;
- Dealing with visiting parents in a professional manner, liaising with teaching staff, Behavioural Support staff or Heads of Learning where appropriate;
- Signing in all late pupils at reception and recording late information in Arbor promptly;
- Signing out all pupils leaving the school premises, issuing slips where necessary and recording information in Arbor promptly;
- Receiving deliveries and parcels and ensuring these are left safely and securely in the office or in the delivery area;
- Dealing with pupil enquiries, referring them to the appropriate staff where necessary;

- Sorting and distributing all incoming post promptly;
- Processing all external mail for collection;
- Updating student records on Arbor including name and address changes as directed by the line manager.
- Ordering goods and services on behalf of the Principal's PA, Head of Primary and the Finance and HR Office;
- Issuing letters confirming pupil attendance as directed by the line manager;
- Assisting staff with day-to-day administration including letters/reports going out to parents (printing letters, stuffing envelopes and franking);
- Assisting the line manager on ensuring staff/telephone lists on Reception are up to date;
- Assist in laying out refreshments for staff INSET sessions and school events as and when required.

Administrative Support

- Support administration staff, HR, and finance teams with day-to-day general administrative tasks;
- Provide cover for Library, Medical and other office duties as required, ensuring continuity of service;
- Manage manual and computerised record systems and ensure accurate data handling and confidentiality in line with data protection legislation.

Organisation and Communication

- Coordinate communication between parents, staff, and external visitors effectively and promptly;
- Assist in organising school events, parents' evenings, and meetings, including logistical arrangements;
- Maintain visitor checks, health and safety protocols, and manage entry/exit records to ensure security compliance.

Resource and Compliance Management

- Monitor and manage office supplies and resources, ensuring best value and adherence to school purchasing procedures;
- Support compliance with statutory safeguarding, health and safety policies, and school procedures.

Skills and Competencies

- Strong leadership and organisational skills to manage a busy and diverse office environment effectively.
- Excellent interpersonal and communication skills, with the ability to interact professionally with students, parents, staff, and external visitors;
- Proficiency in managing multiple administrative systems and IT packages relevant to school operations (e.g. MIS systems);
- Ability to work flexibly and provide cover across various administrative functions, including Library and Medical office duties;
- High level of discretion and confidentiality in handling sensitive information, with a sound understanding of data protection requirements;
- Problem-solving skills, proactive approach, and ability to manage competing priorities calmly and efficiently.
- Commitment to upholding the school's vision and values, promoting a positive and inclusive environment.

Professional Development

Langdon Academy is committed to the continuous professional development of all staff. The School Main Reception Office Manager will have access to ongoing training and development opportunities tailored to enhance leadership, administrative expertise, and safeguarding knowledge. The role encourages a growth mindset aligned with the Academy's vision to nurture talent and improve service delivery, supporting career progression within the Brampton Manor Trust network and beyond.

General duties and responsibilities

- Notwithstanding the detail in this job description, the post holder will undertake such work as may be determined by the Principal and/or Board of Directors from time to time, up to or at a level consistent with the main responsibilities of the job;
- To keep linked senior staff fully informed of all matters that they are involved in and initiatives they undertake;
- To participate and attend meetings and training as appropriate including INSET days;
- To take an active role in own professional development in line with performance management objectives;
- To ensure confidentiality is maintained at all times;
- To work in accordance with all Academy procedures and policies, to adhere to the academy's professional code of conduct for staff and quality standards for all staff including smart dress code;
- To actively support Academy initiatives;
- To organise PA support to the Head of Primary if required;
- To cover for absent colleagues, as appropriately required;
- To establish productive working relationships with pupils, acting as a role model and setting high expectations;
- To take reasonable care of the health and safety of self, other persons and resources whilst at work;
- To co-operate with SLT as far as is necessary to enable the responsibilities placed upon the School under the Health and Safety at Work Act to be performed, e.g. operate safe working practices;
- To actively promote the achievement of a smoke free Trust;
- To actively support Trust Initiatives;
- This job description does not form part of any employee's terms and conditions of employment, and it is not intended to have any contractual effect. The Academy reserves the right to amend this job description at any time;
- To work in accordance with all Academy procedures and policies, to adhere to the Trust's professional code of conduct for staff and quality standards for all staff including smart dress code.

Whole school organisation, strategy and development

- Contribute to the development, implementation and evaluation of the school's policies, practices and procedures in such a way as to support the school's values, ethos and vision;
- Work with others to support student development to secure outcomes.

Health, safety and discipline

- Promote the safety and well-being of students;
- Maintain good order and discipline among students.

Professional development

- Participate in arrangements for the appraisal and review of their own performance and, where appropriate, that of others;
- Participate in arrangements for their own further training and professional development and, where appropriate, that of other staff.

Working with colleagues and other relevant professionals

- Collaborate and work with colleagues and other relevant professionals within and beyond the school;
- To be committed to and involved in activities integral to the Trust's policies and duties;
- To promote at all times a positive image of people with learning disabilities and complex needs;
- To endorse the ethos and values of Brampton Manor Trust as an employee.

Safeguarding

The School Main Reception Office Manager has a critical role in safeguarding and promoting the welfare of all students at Langdon Academy. Responsibilities include:

- Acting in accordance with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and the school's safeguarding policies;
- To report any concerns or incidents promptly to the DSL or Head of Safeguarding;
- Ensuring all office staff are trained and vigilant in safeguarding procedures, particularly when interacting with students and visitors;
- Maintaining secure visitor management systems and safeguarding protocols at the reception and office areas to protect students and staff.

This role is fundamental to upholding the Academy's commitment to a safe, supportive, and nurturing environment for all students and staff.

Person specification for working at Langdon Academy

Langdon Academy seeks to appoint staff who will have the following proven qualities, or the potential to develop them. At interview, candidates will have the opportunity to demonstrate or give an account of these attributes.

- The energy, dynamism and stamina to contribute fully to the life of a busy aspirational inner city school;
- Capacity for industry and initiative in both independent work and as part of a team of colleagues;
- Profound and continuing interest in supporting the needs of all students;
- Empathy with students across the age and ability range;
- Awareness and understanding of matters relating to the personal, social, health and emotional development of students at Langdon Academy;
- General knowledge of Child Protection issues and good practice, particularly relating to professional obligations on safeguarding the welfare of each child and avoiding guarantees of confidentiality in any disclosure;
- Capacity to deal sensitively with problems raised by students, in line with Langdon's pastoral policies and sanctions system, working in partnership with Langdon's designated pastoral leaders and SLT;
- Ability to create an effective rapport and a sound relationship with students, earning their respect and trust, but maintaining proper professional boundaries;
- Willingness and ability to liaise effectively and professionally between students, staff and parents when required, making accurate records of these exchanges;
- Patience and thoughtfulness to see any issues that may arise with students, parents or colleagues from a variety of perspectives;
- The ability to de-escalate difficult situations using different strategies, in line with school policies;
- Retain a sense of perspective and, on occasion, the invaluable ability to laugh at oneself.