

Office Manager Job Description

1. Job Title

Job Title: Office Manager

Level: Administration

2. Responsible To/For

To: Headteacher

For: Campus Management and School Administration Staff

Liaison: Compliance Officer and Admissions Manager (for implementation of compliance actions and coordination of admissions processes)

3. Main Purpose of the Role

The main purpose of the Office Manager at The Holmewood School London is to ensure the smooth and effective running of the school office and administrative systems across all campuses. The Office Manager plays a crucial role in contributing towards the planning, development, and organisation of support service systems, procedures, and policies tailored to the specific needs of a specialist school for neurodivergent students, primarily diagnosed with autism and other co-occurring needs.

The postholder implements compliance actions as directed by the Compliance Officer and Headteacher, ensuring operational consistency and adherence to required standards. The role also provides strategic coordination and oversight of key administrative areas, including admissions processes, ensuring that these continue to run smoothly and effectively across the school.

4. Key Responsibilities and Duties

4.1 Leadership and Management

- Lead, line manage and support all office and administrative staff across the school.
- Ensure all administrative functions operate efficiently and effectively across campuses.
- Ensure clear communication within the admin team and across departments.
- Provide day-to-day operational support to the Headteacher and Senior Leadership Team (SLT).
- Support with recruitment, induction, supervision, appraisal and CPD for administrative staff.

- Foster a culture of professionalism, collaboration, and accountability within the admin team.
- Implement compliance actions and recordkeeping requirements as directed by the Compliance Officer and Headteacher.
- Contribute to termly reporting and evidence for governors as required and inspection readiness.
- Support the Headteacher and SLT in delivering the school's improvement plan.

4.2 Operational Management

- Ensure a professional and welcoming reception environment across all campuses, maintaining safeguarding and visitor protocols.
- Oversee the smooth daily running of the school office and administrative systems.
- Manage office organisation, supplies, and filing systems, ensuring records are accessible and secure.
- Coordinate use of key systems including ParentMail, SchoolPod, Educare, TimeMoto, and MIS access requests.
- Liaise with the Site Manager to ensure daily maintenance, fire safety, and visitor management procedures are followed.
- Ensure daily implementation of health and safety procedures, maintaining operational logs and escalating risks where required
- Ensure day-to-day implementation and recordkeeping of fire safety, first aid, and visitor management procedures, maintaining accurate logs and ensuring staff awareness of protocols.
- Support consistency of operational processes and documentation across all school campuses.
- Collaborate with Cavendish Education on operational systems and IT coordination.
- Provide administrative support for school communications, trips, extracurricular activities, and events.
- Provide administrative oversight and coordination of the school's admissions processes, working closely with the Senior Leadership Team to ensure that applications, tours, interviews and transitions are managed efficiently and professionally.
- Maintain accurate and up-to-date admissions and leavers' records, ensuring information is shared appropriately with relevant staff and stakeholders.
- Provide accurate operational data (e.g. attendance, admissions, leavers) to support statutory returns completed by the Compliance Officer
- Support and guide members of the administrative team who undertake day-to-day admissions tasks, ensuring consistency and high standards of service.

4.3 Pupils' Education, Training, and Recreation

- **Supporting the Admissions Process:** Assist in the admissions process as required, this includes but is not limited to:
 - Conducting parent interviews
 - School Tours
 - Supporting student taster and transition days.
- **Attendance Champion**

- Monitor daily student attendance, ensuring accurate records in line with statutory requirements and new government guidance.
- Analyse attendance data to identify trends, issues, and students at risk of persistent absence, reporting findings to senior leadership.
- Work with parents, carers, and external agencies to promote regular attendance and address barriers.
- Implement attendance improvement strategies, including early interventions and personalised support plans for students.
- Ensure all staff are aware of and adhere to attendance policies and procedures, providing training where necessary.
- Lead initiatives to celebrate and reward good attendance across the school community.
- **School and Pupil Administration Management and Delivery:** Ensure smooth operation of administrative tasks related to pupils, parents and school activities. Including:
 - Manage queries and provide information and advice about the school and school activities to parents, students and visitors by phone or written communications.
 - Liaise with outside colleges and providers for records and information about the students.
 - Ensure relevant information is provided to new families and ensure all details are gathered, signed and filed.
 - Ensure uniforms are available for all students and parent orders are fulfilled.
 - Manage all aspects of ParentMail.
- **Safeguarding:**
 - Implement risk management strategies to safeguard students and staff.
 - Support the Designated Safeguarding Lead (DSL) in promoting a culture of safeguarding across the school.
 - Ensure all staff understand their safeguarding responsibilities and are confident in reporting concerns.
 - Encourage proactive identification of potential safeguarding risks and contribute to school-wide preventative measures.
 - Regularly review and reinforce safeguarding practices within team meetings and staff briefings.
 - Stay informed on safeguarding trends and contribute to the continuous improvement of school policies and procedures.

4.4 Business

- **Premises Management:** Oversee the management of school premises.
 - Ensure effective, regular communication with the campus staff team.
 - Coordinate with the Site Manager on all on-campus maintenance requirements, works, orders, and visitor management.
 - Collaborate with the Site Manager to ensure that health and safety regulations and checks are current.
- **MIS System Management:** Manage and oversee the school's Management Information System.
- **On-campus IT Coordination:** Coordinate on-campus IT requirements, IT systems, and staff IT equipment and system access.
- **Manage office supplies:** Liaise with staff and finance administrator with regards to ordering & record keeping for orders.

- **First Aid**
 - Complete and maintain accredited first aid training
 - Ensure adequate first aid provision across all campuses
 - Manage first aid supplies and equipment, reordering as needed.
 - Administer first aid to students and staff as required, maintaining accurate records and completing the accident book for serious injuries.
 - Communicate with parents according to policy, particularly regarding student pickups or head injuries.
 - Administer first aid or medications to students as needed, in accordance with school policy.
- **Fire Safety**
 - Act as trained Fire Warden for the school
 - Support the implementation of the school's fire safety procedures by leading evacuations when required, assisting with fire drills, maintaining evacuation logs, and ensuring daily compliance with visitor and staff fire safety protocols.

4.5 Employee lifecycle

- **Continuing Professional Development (CPD):**
 - Work with the Head Teacher to plan and implement all CPD activities, ensuring alignment with school improvement goals and the specific needs of students.
 - Plan and deliver CPD sessions that address staff development needs and enhance overall teaching quality.
- **Induction and Onboarding:**
 - Support recruitment and selection processes, including discussing vacancies with HR, writing adverts, and shortlisting candidates.
 - Contribute to developing job descriptions and conducting induction meetings for new staff during their probationary period.
 - Complete IT induction for all new staff.
- **Performance Management:**
 - Maintain and implement effective strategies for staff appraisal, professional development, and performance review to ensure outstanding practice.
 - Conduct at least half-termly line management meetings with direct reports, including setting personal targets and reviewing standards.
 - Provide high-quality feedback, identify underperformance, and develop action plans for improvement.
 - Oversee and conduct investigations and casework, for example disciplinary, as required by the Headteacher. Coach and develop other staff who are involved in the resolution of employee relations issues.
- **Staff Wellbeing and Morale:**
 - Organise activities and initiatives to enhance staff wellbeing and morale including the organisation of staff appreciation events and staff parties.
 - Conduct staff wellbeing meetings, particularly addressing mental health concerns, absences, or other issues.
 - Manage sickness absence, lateness, and conduct investigations or casework as required.
- **Culture and Accountability:**
 - Foster a culture of high expectations and accountability for all staff, recognising their role in the school's success.

- Promote cohesion among staff across different campus, ensuring shared strategic values and objectives.
- Maintain a positive, flexible attitude to motivate and inspire staff.

4.5 Specific Portfolios

Specific assignments within the role will be directed by the Headteacher. Any portfolios assigned are to be considered integral to the role and will be overseen by their line manager as part of the overall responsibilities of the position holder.

- Admissions
- Careers
- Designated Safeguarding Officer
- AI
- Equality, Diversity and Inclusion
- Sustainability and Climate
- Creative Provision
- College Placement(s)
- Welfare and Behaviour Lead

5. Skills and Competencies

- Strong leadership skills with the ability to manage and motivate a team effectively.
- Excellent risk management abilities to ensure the safety and wellbeing of students and staff.
- Proficiency in compliance management to uphold regulatory standards.
- Understanding of special education needs to support the unique requirements of students with autism and other SEN conditions.
- Effective communication skills to liaise with parents, staff, and external stakeholders.
- Knowledge of health and safety protocols in a school setting.
- Proficient in IT management and data protection regulations.

6. Professional Development

Opportunities for professional development in the role of Office Manager at The Holmewood School London include continuous training in special education needs, risk management, compliance, and leadership skills. The school encourages ongoing learning to enhance the capabilities of the Office Manager in meeting the specific needs of the school's student population and operational requirements.

7. Other Duties

- Take part in appropriate marketing activities such as parent evenings, open days, conferences, and links with other schools.
- Contribute to maintaining and developing effective links with outside agencies.
- Comply with the school's Health and Safety policy and carry out the necessary risk assessments.
- Understand and demonstrate practice of equality and diversity.
- Support HR activities such as recruitment and CPD as required.
- Support admissions as required and represent the school at tribunals for admissions.

- Work as part of a senior team to manage any health outbreaks (e.g., liaison with staff and parents, DFE contact and orders, etc.).
- Maintain confidentiality at all times.
- Be aware of and comply with all school policies and procedures and report any concerns immediately.
- Provide evidence of operational compliance for governors, Cavendish Education, and inspection preparation
- Attend and participate in meetings and training as required.
- Carry out any other duties as required that fall under the expectation of the role and as required by the Headteacher.