

Buckden CE Primary Academy



School Office Manager

Job Purpose

To lead and manage the efficient operation of the school office, ensuring the delivery of high-quality administrative and organisational support services across the school.

The School Office Manager will oversee office systems and administrative staff, maintain effective operational procedures, support compliance with statutory requirements and provide professional support to the Headteacher, Senior Leadership Team and Trust. The postholder will act as the key link between the school and the Trust's central finance, HR and payroll functions, ensuring that school-based administration is completed accurately and within required timescales.

Key Responsibilities

Leadership and Management

- Lead, manage and develop the school office team, ensuring the efficient delivery of administrative services.
- Line manage administrative staff, including induction, training and performance management.
- Coordinate office workloads and staffing arrangements.
- Promote a professional, welcoming and customer-focused environment for pupils, parents, staff, governors and visitors.
- Develop and maintain effective administrative systems and processes.
- Contribute to the continuous improvement of school support services.

School Finance Administration

- Raise purchase orders on the Trust finance system in accordance with Trust financial procedures.
- Receipt goods and services on the finance system promptly and accurately.
- Maintain appropriate supporting documentation for purchases.
- Liaise with suppliers regarding routine order queries.
- Investigate initial invoice queries and coordinate with the Trust Finance Team where required.
- Process and reconcile school trip income, meal income and other school-generated income in accordance with Trust procedures.
- Maintain accurate financial records and supporting documentation.
- Provide financial information and documentation requested by the Headteacher or Trust Finance Team.
- Support budget holders with routine purchasing processes.

- Assist the Trust Finance Team with audits and information requests.

HR and Payroll Administration

- Act as the first point of contact for routine HR and payroll enquiries within the school.
- Provide guidance to staff regarding Trust HR and payroll procedures.
- Signpost employees to the Trust Payroll, Pensions and HR Officer for specialist advice and support.
- Complete and submit Trust documentation relating to:
 - New starters
 - Leavers
 - Contract changes
 - Change of hours requests
 - Absence notifications
 - Family leave notifications
 - Other employment-related changes
- Maintain local staff records and ensure information held by the school remains accurate and up to date.
- Coordinate local induction arrangements for new employees.
- Monitor probation review dates and other employment milestones and advise managers accordingly.
- Maintain staff training, qualification and compliance records.
- Support recruitment administration within school, including interview arrangements, candidate visits and communication with applicants.
- Provide documentation and information required by the Trust HR team for safer recruitment and Single Central Record processes.

Cover and Workforce Administration

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- Coordinate daily cover arrangements for planned and unplanned staff absences.
- Liaise with supply agencies and school staff to secure appropriate cover.
- Maintain accurate records relating to cover arrangements and staff deployment.
- Organise professional development bookings and associated administration.
- Monitor mandatory training compliance and certification records.

Management Information and Statutory Returns

- Lead the administration and management of Arbor.
- Maintain accurate pupil records.

- Provide support and guidance to staff and parents regarding Arbor functionality.
- Coordinate, validate and submit statutory school census returns.
- Ensure the accuracy and integrity of pupil data.
- Produce management information reports as requested.

Admissions and Pupil Administration

- Manage admissions and leaver processes in accordance with school and Local Authority procedures.
- Act as the primary liaison for admissions enquiries.
- Coordinate annual Reception intake administration.
- Maintain pupil records and ensure statutory transfer processes are completed.
- Coordinate parental communications and pupil reporting processes.

Educational Visits and Enrichment Activities

- Oversee the administration of educational visits, residential trips and enrichment activities.
- Obtain quotations and arrange bookings.
- Coordinate payments through Arbor.
- Liaise with staff, parents and external providers.
- Ensure required documentation is completed and retained.
- Support compliance with educational visit procedures.

Information Technology and Systems Coordination

- Act as the school's administrative contact for ICT support providers.
- Report faults and coordinate resolutions.
- Support visitor management, access control and administrative IT systems.
- Coordinate servicing and maintenance arrangements for office equipment.

Data Protection and Compliance

- Support compliance with GDPR and Data Protection requirements.
- Maintain compliance records and documentation.
- Record and report data incidents in accordance with Trust procedures.
- Support data audits and information governance activities.
- Maintain records relating to statutory reporting requirements.

Governance Administration

- Support administrative arrangements relating to governance.

- Coordinate governor training and compliance administration.
- Maintain governance records and documentation.
- Assist with governor onboarding arrangements.

Lettings and Community Use

- Administer school lettings activity.
- Process applications and agreements.
- Raise documentation required for community use of facilities.
- Coordinate invoicing information with the Trust Finance Team.
- Maintain records relating to lettings activities.

Website, Communications and School Information

- Maintain the school website and ensure statutory information remains current.
- Coordinate updates to school communications platforms.
- Manage the school calendar and diary.
- Support activities that promote the school within the wider community.

Health, Safety and Premises Support

- Maintain Fire Warden records and training schedules.
- Support administration of health and safety compliance activities.
- Assist with premises maintenance administration.
- Coordinate operational records associated with statutory compliance.
- Support administration of pupil welfare and voucher schemes.

General Responsibilities

- Maintain the highest standards of confidentiality and professionalism.
- Comply with all school and Trust policies and procedures.
- Support safeguarding and promote the welfare of children and young people.
- Provide administrative support to the Headteacher and Senior Leadership Team.
- Keep abreast of relevant developments in education administration and operational practice.
- Undertake any other duties commensurate with the grade and nature of the post.

Person Specification

Essential

- Significant administrative experience, preferably within an educational setting.

- Experience of leading and managing staff.
- Experience of purchasing and financial administration processes.
- Experience of HR administration and employee record management.
- Experience of using management information systems.
- Excellent organisational and time management skills.
- Strong ICT skills, including Microsoft Office.
- Excellent written and verbal communication skills.
- Ability to analyse information and maintain accurate records.
- Ability to prioritise competing demands and meet deadlines.
- Understanding of safeguarding, GDPR and compliance requirements.

Desirable

- Experience of working within a primary school.
- Experience of using Arbor.
- Experience of coordinating admissions processes.
- Experience of supporting recruitment administration.
- Experience within an academy trust environment.
- First Aid and/or Fire Warden training.

Safeguarding

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, satisfactory references and all other safer recruitment checks in line with statutory guidance.