

Hadlow Primary School

Job Description – School Office Manager

Responsible to: Headteacher
Grade: Kent Range 4
Contract: Part-time, Permanent



Our School

At Hadlow Primary School, our vision is **Happiness, Progress, Success!**

We are a small, one-form entry primary school where strong relationships, inclusion and a nurturing approach underpin everything we do.

Our values of **Relationships, Recognition, Resilience, Regulation and Reflection** are central to our school culture. Every member of staff has an important role to play in creating a safe, welcoming and ambitious environment in which children, families and staff can thrive.

Job Purpose

To provide a high-quality, efficient and welcoming administrative service for the school, taking a proactive role in the smooth day-to-day running of the school office.

The School Office Manager will be a key member of the school team and an important first point of contact for pupils, parents, staff, visitors and external agencies. The postholder will maintain accurate school and pupil records, coordinate key administrative processes and provide effective organisational support to the Headteacher and wider staff team.

The role requires a high level of organisation, confidentiality, accuracy and professionalism, alongside a warm and approachable manner.

Key Duties and Responsibilities

School Office and Administration

- Take responsibility for the effective day-to-day organisation of the school office.
- Provide a warm, welcoming and professional first point of contact for pupils, parents, staff, visitors and external professionals.

- Respond to telephone, email and face-to-face enquiries, resolving matters where appropriate and referring them to the relevant member of staff when necessary.
- Deal calmly and sensitively with challenging or complex enquiries and know when matters need to be escalated.
- Manage incoming and outgoing correspondence, including letters, emails and school communications.
- Prepare accurate documents, reports and correspondence using appropriate ICT systems.
- Maintain organised and up-to-date electronic and paper filing systems.
- Maintain office supplies, equipment and resources.
- Anticipate key administrative demands throughout the school year and plan accordingly.
- Provide administrative and organisational support to the Headteacher, Senior Leadership Team and wider staff team.
- Arrange meetings, appointments and other school activities as required.

Pupil Records, Data and Admissions

- Maintain accurate and up-to-date pupil records and information systems.
- Use the school's MIS and other administrative systems confidently and accurately.
- Complete statutory and routine school returns within required timescales, including the school census and other Local Authority or DfE returns as appropriate.
- Produce reports and retrieve information from school systems when required.
- Coordinate pupil admissions in line with the school's admissions policy and statutory requirements.
- Maintain waiting lists and admission records.
- Prepare admission information for new pupils, working closely with the Early Years Lead and other relevant staff.
- Coordinate pupil transfers, including secondary school applications and the transfer of pupil records and Common Transfer Files.
- Ensure pupil information is updated promptly following admissions, transfers and changes to circumstances.

Attendance and Pupil Welfare

- Coordinate the school's daily attendance administration and ensure records are accurate.
- Monitor absence and lateness and follow the school's procedures for first-day contact and attendance follow-up.
- Liaise professionally and sensitively with parents and carers regarding attendance and absence.
- Highlight attendance or welfare concerns promptly to the Headteacher and relevant members of staff.

- Support the administration of Free School Meals and related applications and queries.
- Liaise with the school's catering provider regarding daily meal numbers and related administration.
- Coordinate relevant health checks, immunisations and appointments with health agencies.
- Act as an appropriate point of contact for sick or injured pupils, liaising with parents and maintaining accurate records.

Communication and Community

- Communicate clearly, warmly and professionally with families through email, letters, telephone and the school's communication systems.
- Coordinate regular school communications, including the weekly newsletter where required.
- Ensure communications are accurate and appropriately proof-read before distribution.
- Support positive relationships between the school and its families, responding to queries promptly and sensitively.
- Support the administration of school trips, events, clubs and other activities.
- Assist with school lettings and other uses of the school premises.
- Coordinate arrangements with external providers and visiting services, such as school photographers.

Safeguarding and Confidentiality

- Contribute to the safeguarding and wellbeing of all pupils and follow the school's safeguarding and child protection procedures at all times.
- Recognise that safeguarding is everyone's responsibility and report concerns promptly to the Designated Safeguarding Lead or appropriate member of staff.
- Handle sensitive pupil, family and staff information with discretion and confidentiality.
- Maintain accurate records and share information appropriately and lawfully.
- Follow school procedures relating to data protection, confidentiality, information sharing and record retention.
- Ensure visitors and contractors are appropriately signed in and follow school security procedures.
- Undertake safeguarding, data protection and other relevant training as required.

Responsibilities

The postholder will:

- Contribute positively to the overall ethos, work and aims of Hadlow Primary School.
- Promote the school's vision of **Happiness, Progress, Success!**
- Demonstrate the school's values of **Relationships, Recognition, Resilience, Regulation and Reflection.**
- Build positive and respectful relationships with pupils, families, colleagues and external professionals.
- Promote an inclusive and welcoming environment for all members of the school community.
- Maintain high standards of professionalism, organisation, accuracy and confidentiality.
- Comply with school policies and procedures relating to safeguarding, health and safety, security, confidentiality, data protection and equality.
- Participate in relevant training and professional development.
- Work collaboratively with the Headteacher, Senior Leadership Team and wider staff team.
- Raise concerns, errors or issues promptly with the appropriate member of staff.
- Work flexibly and proactively in response to the changing needs of a busy primary school.

Person Specification

Experience

Essential

- Experience of working in an administrative or office-based role.
- Experience of dealing professionally with the public, customers, parents or service users.
- Experience of handling confidential information appropriately.
- Experience of using computerised administrative systems.

Desirable

- Experience of working in a school or educational setting.
 - Experience of using a school MIS or similar database system.
 - Experience of school attendance, admissions or pupil administration.
 - Experience of working with external agencies or professionals.
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Skills and Abilities

- Excellent written and verbal communication skills.
 - Strong literacy and numeracy skills.
 - Excellent organisation and attention to detail.
 - Ability to prioritise and manage a varied workload effectively.
 - Confident IT skills and the ability to learn new systems quickly.
 - Ability to produce accurate documents, correspondence and reports.
 - Ability to investigate queries and resolve problems appropriately.
 - Excellent interpersonal skills and a warm, professional manner.
 - Ability to remain calm and professional when dealing with challenging or sensitive situations.
 - Ability to work independently and use initiative, while knowing when to seek advice.
 - Ability to work collaboratively as part of a small and busy school team.
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Knowledge

- Understanding of effective administrative and office procedures.
 - Awareness of confidentiality and data protection requirements.
 - Understanding of the importance of accurate pupil and attendance records.
 - Awareness of safeguarding responsibilities within a school environment.
 - Understanding of professional communication and appropriate boundaries.
 - Awareness of equality, inclusion and the importance of treating all members of the school community fairly and respectfully.
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Personal Qualities

We are looking for someone who is:

- **Warm and approachable** – someone who will make families and visitors feel welcome.
- **Organised and reliable** – someone who takes pride in getting things right.
- **Proactive** – someone who anticipates what needs to be done rather than always waiting to be asked.
- **Calm and solution-focused** – able to manage the demands of a busy school office.
- **Discreet and professional** – able to handle confidential and sensitive information appropriately.
- **Flexible and adaptable** – understanding that in a small primary school, priorities can change quickly.
- **A team player** – willing to support colleagues and contribute to the wider life of the school.
- **Committed to children and families** – sharing Hadlow's nurturing, inclusive and community-focused ethos.

General

This job description is not intended to be an exhaustive list of duties. The postholder may be required to undertake other reasonable duties appropriate to the grade and responsibilities of the post.

The duties and responsibilities may be reviewed and amended from time to time following consultation, to reflect the changing needs of the school and developments in legislation, statutory guidance and school systems.

All staff are expected to contribute positively to the school's ethos and uphold its commitment to **safeguarding, inclusion, wellbeing and high standards**.

Hadlow Primary School is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.

The successful candidate will be subject to appropriate safer recruitment checks, including an enhanced DBS check and satisfactory references.