

Job Description – Office Manager

Job Title: Office Manager

Salary: £35,000 per annum

Contract: 52 Weeks, Full Time | 37.5 Hours per week

Responsible to: Head of Service

Responsible for: Administration Team

Key Internal Contacts:

- Other staff within the Administration team
- Staff in other departments within the Centre
- Staff in other Centers in the Region
- Central Office Staff

Key External Contacts:

- Service User relatives, advocates and others
- Placing Authorities and Service Providers
- Regulatory and Inspection bodies
- Local Services – Statutory, Voluntary and Community
- Neighbors

Job Purpose

To work alongside the Head of Service and to effectively develop and manage the Administration Team to provide comprehensive, confidential administrative support to the Service.

You are also responsible for all administrative, financial and organisational processes within the school, maintaining confidentiality at all times.

Assist with all the planning and development of support services.

Key Task Areas and Responsibilities

Reception

- Support the School Administrator in handling incoming calls, taking detailed messages, and relaying them promptly.
- Welcome visitors professionally and ensure the appropriate person is informed. Arrange refreshments as needed.
- Ensure a professional and safe reception area, including visitor checks and entry/exit monitoring.
- Maintain meeting room diaries and shared calendars.
- Ensure accurate management of incoming/outgoing post.

- Maintain a tidy, professional reception area.
- Receive deliveries and distribute accordingly.
- Support the Facilities Manager with managing the electronic door fob system.
- Assist with organizing parents' evenings, meetings, and events.
- Perform general admin tasks like filing, printing, and photocopying.
- Maintain the operation of office equipment.
- Manage the school's email inbox and ensure timely responses.

Financial

- Support staff with expenses in line with company policy.
- Maintain accurate records of financial transactions.
- Coordinate with School Administrator and Finance Teams on purchase invoices.
- Maintain and balance pre-paid credit cards and registers.
- Manage financial procedures and records for audits.
- Monitor classroom/department budgets and support School Administrator with budget compliance.

Personnel

- Set up and maintain electronic personnel files.
- Support recruitment processes and documentation.
- Ensure the Single Central Record (SCR) is up to date in line with KCSIE.
- Liaise with OFG Recruitment Team during onboarding.
- Complete DBS checks for staff.
- Share People Management advice with the team.
- Support annual reviews and recorded conversations.
- Conduct agency vetting checks before staff are on-site.

Referrals and Admissions

- Process referrals via the school office to the Admissions Manager.
- Create and send student welcome packs, upload data to iSAMS.
- Update student records with shared information.
- Maintain personal files for each student according to policy.
- Maintain a high-quality Admissions Register for Ofsted inspection.

Staff Management

- Ensure Administrator duties are fulfilled effectively.
- Assist in recruitment, training, and development.
- Manage delegated responsibilities such as:
 - Supervisions
 - Appraisals
 - Probation reviews
 - Return-to-work meetings
 - Absence and sickness management
 - Disciplinary, grievance, and capability processes

- Promote awareness of systems through drop-ins and resources.
- Delegate and review staff responsibilities.
- Provide staff handovers when needed.

General Responsibilities

- Provide confidential admin support to staff and managers.
- Keep all records accurate and securely stored.
- Respond flexibly to urgent service needs.
- Assist the team with high-demand tasks.
- Stay budget-aware and support cost-effective operations.
- Ensure Health & Safety compliance; report or resolve hazards.
- Take responsibility for H&S implementation for direct reports.
- Carry out risk assessments and implement controls.
- Ensure staff are aware of and follow risk assessments.
- Assist with repairs and maintenance alongside Caretaker.
- Keep business continuity and emergency response plans updated.

School Systems

- Be iSAMS administrator, managing staff access and modules.
- Lead use of Parent Portal, HR Manager, School Manager, Student Manager, Control Panel.
- Manage Sleuth system access and support behaviour team.
- Set up staff on printers and coordinate maintenance/repairs.
- Recommend contractors based on Caretaker's input; book when approved.
- Attend and contribute to Health & Safety Committee meetings.

Company Conduct and Development

- Follow Company policies (e.g. Safeguarding, Complaints, Behaviour).
- Participate in training and own professional development.
- Attend team meetings, supervisions, annual reviews.
- Promote the Centre as a professional community asset.
- Maintain conduct that aligns with Company values.
- Undertake any other reasonable duties as required.