Job Details

Job Title	**Office Manager**
Salary	Grade 5 12-19
Contract Type	Permanent
Responsible to	Headteacher
Location	Tameside Alternative Provision Academy
Working Pattern	36 hours, TTO + 10 days
How To Apply	Download the application form and send to hr@ambitioncommunity.uk

Review and Amendment

This job description is intended to provide a clear outline of the main duties and responsibilities of the post; however, it is not exhaustive. The duties and responsibilities may be amended from time to time, in consultation with the postholder, to reflect the changing needs, priorities and requirements of the Trust.

The job description will be formally reviewed annually as part of the Trust's appraisal and performance management process. The Headteacher, in consultation with the HR, may make reasonable amendments to the duties and responsibilities of the post where required to meet operational or organisational needs, provided that such changes remain appropriate to the grade, level and overall purpose of the role.

Any significant or material change to the nature or level of the post will be considered through the Trust's appropriate job evaluation and review processes.

Job Purpose

To lead and manage the day-to-day administration and office operations of Tameside Alternative Provision Academy, ensuring the delivery of an efficient, professional and responsive administrative service across the provision.

The Office Manager will supervise administrative staff, oversee attendance and pupil information systems, coordinate office procedures and provide high-level operational support to the School Business Manager and Senior Leadership Team. The postholder will play a key role in ensuring that robust systems are in place to support pupils, staff, families and external agencies.

The postholder will be primarily based at one site but may be required to work across any Academy site as required.

Key Responsibilities

Area	Key Responsibilities
Leadership and Management	Lead the day-to-day operation of the administration function across the academy.
	Supervise and support administrative staff, allocating work and monitoring workloads to ensure an effective and efficient service.
	Assist with the induction and training of administrative staff.
	Develop and maintain effective office procedures and systems.
	Ensure administrative practices comply with Trust policies and statutory requirements.
	Monitor service standards and identify opportunities to improve systems and processes.
	Act as the first point of escalation for office-related issues.
Attendance and Pupil Administration	Coordinate attendance systems and procedures across the academy.
	Produce attendance reports for Senior Leaders and external agencies.
	Monitor attendance data and identify patterns requiring intervention.

	Liaise with parents, carers, schools and external professionals regarding attendance matters.
	Ensure pupil records are accurate and maintained in accordance with statutory requirements.
	Manage admissions, transitions and leavers administration processes.
Data Management and Compliance	Act as the lead administrator for the Academy MIS system.
	Ensure data accuracy across pupil, staff and attendance records.
	Produce routine and ad-hoc reports for Senior Leaders, Trustees and external agencies.
	Support census returns and statutory data submissions.
	Maintain compliance with Data Protection legislation, GDPR requirements and Trust policies.
	Ensure systems are operated securely and confidential information is appropriately managed.
Financial Administration	Support the School Business Manager in maintaining sound financial procedures.
	Oversee ordering, purchasing and invoice processing.
	Monitor budget allocations and expenditure records.
	Manage petty cash and reconciliation processes.
	Maintain accurate financial records and supporting documentation.

	Liaise with suppliers and external agencies regarding purchases and payments.
Senior Leadership Support	Provide high-level administrative support to the Executive Headteacher and Senior Leadership Team.
	Manage diaries, meetings and administrative projects.
	Attend meetings and prepare accurate confidential minutes.
	Prepare reports, presentations and correspondence.
	Support service-wide events, consultations and stakeholder meetings.
Safeguarding	Maintain all safeguarding records in accordance with Trust procedures.
	Support Designated Safeguarding Leads with administrative processes.
	Ensure confidentiality and information sharing protocols are followed at all times.
	Promote the safeguarding and welfare of children and young people.

Person Specification

Qualifications

Criteria	Essential	Desirable
GCSE English and Mathematics (Grade C/4 or above) or equivalent.	✓	
Level 3 qualification in Business Administration or equivalent experience.	✓	
First Aid qualification or wiliness to obtain the qualification		✓
HR or finance administration qualifications.		✓

Experience

Criteria	Essential	Desirable
Significant experience of administration within an educational or public sector environment.	✓	
Experience of supervising or coordinating staff.	✓	
Experience of using Management Information Systems and databases.	✓	
Experience of handling confidential information.	✓	
Experience of financial administration.	✓	
Experience within Alternative Provision or Special Educational Needs settings.		✓

Knowledge and Skills

Criteria	Essential	Desirable
Excellent organisational and administrative skills.	✓	
Strong verbal and written communication skills.	✓	
Ability to supervise and motivate others.	✓	
Ability to prioritise competing demands and meet deadlines.	✓	

Excellent attention to detail.	✓	
Understanding of GDPR and data protection requirements.	✓	
Ability to produce reports and analyse information.	✓	
Knowledge of Arbor		✓
Strong IT skills including Microsoft Office applications.	✓	

Personal Qualities

Criteria	Essential
Excellent interpersonal and communication skills with the ability to build positive and professional relationships with pupils, parents/carers, staff, governors and external agencies.	✓
Highly organised with the ability to prioritise workloads, manage competing demands and meet deadlines.	✓
Ability to remain calm, professional and resilient in a busy and sometimes challenging environment.	✓
Strong attention to detail and commitment to maintaining accuracy and confidentiality.	✓
Proactive and solution-focused, with the ability to use initiative and make sound decisions within agreed procedures.	✓
Flexible and adaptable, with a willingness to respond positively to changing priorities and operational needs.	✓
Ability to work both independently and collaboratively as part of a team.	✓
Commitment to providing a high-quality customer-focused service.	✓
Ability to maintain professional boundaries and act with integrity at all times.	✓

Excellent time management skills and the ability to manage multiple tasks simultaneously.	✓
Commitment to safeguarding and promoting the welfare of children and young people.	✓
Commitment to equality, diversity and inclusion.	✓
Positive, enthusiastic and supportive approach to work.	✓
Ability to maintain discretion when handling sensitive and confidential information.	✓

General Duties

All Trust employees are expected to:

- Work in accordance with Trust policies, procedures and financial regulations.
- Maintain confidentiality and comply with data protection requirements.
- Contribute to the safeguarding and welfare of children and young people.
- Comply with health and safety requirements.
- Participate in relevant training and professional development.
- Contribute positively to the work of the Trust and its schools.
- Undertake other reasonable duties appropriate to the grade and nature of the post.

Safeguarding

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All employees are required to comply with the Trust's safeguarding and child protection policies and procedures and to undertake safeguarding training appropriate to their role.

The successful candidate will be required to demonstrate an understanding of their safeguarding responsibilities and to act promptly and appropriately where there are concerns about the welfare or safety of a child or young person. This includes maintaining professional boundaries, confidentiality and appropriate conduct at all times.

The Trust operates safer recruitment procedures, and the appointment will be subject to the appropriate pre-employment checks, including an enhanced Disclosure and Barring Service (DBS)

check where applicable. The Trust reserves the right to undertake any further checks required in accordance with current safeguarding legislation and guidance.