OFFICE MANAGER

Maplewell Hall School is a thriving and inclusive special school committed to providing outstanding education and support for all students. We are seeking a dedicated, proactive and highly organised

Office Manager

to join our friendly administration team.

This key role involves overseeing the day-to-day running of the school office, managing administrative processes, supporting office staff, and ensuring a professional and welcoming service for students, parents, visitors and external agencies. The successful candidate will have excellent organisational, communication and leadership skills, together with the ability to work effectively in a busy school environment.

This is an exciting opportunity to make a significant contribution to the smooth and efficient operation of our school while becoming part of a supportive and committed team.

Key Responsibilities:

- Lead and manage the day-to-day operations of the school office, ensuring an efficient, professional and welcoming service.
- Line manage and support administrative staff, allocating workloads and promoting high standards of performance.
- Act as the first point of contact for visitors, parents, carers, governors and external agencies.
- Oversee incoming telephone calls, emails and correspondence, ensuring enquiries are handled promptly and effectively.
- Maintain accurate pupil, staff and school records using the school's Management Information System (MIS).
- Support the Headteacher and Senior Leadership Team with administrative and organisational tasks.
- Coordinate school communications, reports, returns and correspondence as required.
- Organise and support meetings, events, appointments and school activities.
- Monitor office systems and procedures, identifying opportunities to improve efficiency and effectiveness.
- Ensure compliance with data protection, safeguarding, health and safety, and other relevant school policies.
- Manage office supplies and resources, ensuring stock levels are maintained and value for money is achieved.
- Oversee record keeping, filing and document management systems, ensuring confidentiality is maintained at all times.
- Work closely with staff across the school to support the smooth running of daily operations and contribute to the school's continued success.

We are seeking an individual who:

- Has substantial experience in an administrative role, with experience of leading or managing an office team desirable
- Possesses excellent organisational and time management skills, with the ability to prioritise and manage multiple tasks effectively
- Demonstrates strong IT skills, including proficiency in Microsoft Office applications such as Word, Excel and Outlook
- Has experience of using Management Information Systems (MIS), ideally within an educational setting
- Communicates confidently and professionally with staff, students, parents, governors and external agencies
- Has excellent attention to detail and a commitment to maintaining accurate records and administrative systems
- Is approachable, flexible and able to work effectively in a busy school environment
- Understands the importance of confidentiality, GDPR compliance and safeguarding responsibilities within a school setting
- Can work independently, use initiative and contribute positively as part of a wider school team
- Shares the school's commitment to providing an outstanding service that supports student success and wellbeing.

What we offer:

- Flexible hours, term time plus teacher training days with an early finish on Friday
- We strongly believe that a happy and well-supported staff body drives the best outcomes for our students. As part of our team, you will benefit from a high-quality professional development programme.

Contract: 37 hours per week, 40 weeks (term time, plus 2 weeks)

Salary: Grade 9, point 19-22 depending on experience. Actual salary in the region of £29,809 - £31,936 per annum

Closing date: 9am Thursday 19th November 2026
Interviews to be held w/c 23rd November 2026

Start date on or before 4th January 2027

If you are interested in this position, please download the application pack from our website https://www.maplewell.leics.sch.uk/about/vacancies/ for general enquiries please contact Kirstie Allen on 01509 890237 or email k.allen@maplewell.leics.sch.uk

OFFICE MANAGER

JOB DESCRIPTION

Grade:	**9**
Responsible To:	Head Teacher/Business Manager
Key Relationships/ Liaison with:	SLT, SLT's PA, Business Manager
Job Purpose:	To have responsibility for day-to-day office management, orders system and day to day management responsibility for the school office team and receptionists in the effective running of the school
Occupational Standards:	Business and Administration Level 4

MAIN DUTIES AND RESPONSIBILITIES:

1. To support the school in achieving positive and effective lines of communication with all staff, parents/carers, the local community, the LA, suppliers, contractors and other users of the school's facilities.

2. To supervise the development and implementation of an effective administrative support service and oversee administration and financial processes within the school, to ensure that all procedures are carried out accurately, effectively and efficiently, in order to provide maximum support across the school. This may include planning and prioritising the work of others within the team, and dealing with/responding to a wide range of enquiries and issues.

3. To manage the school's orders system, ensuring prompt ordering of supplies through the established ordering system, liaising with the school's finance office and business manager as required.

4. To maintain office software, carrying out system upgrades and year-end procedures on information management systems in accordance with published guidance (e.g. from LEAMIS)

5. To maintain and manage electronic and manual records, and use appropriate software (database / spreadsheets) in order to process data and produce, analyse and interpret reports in order to support decision making and/or make recommendations to senior leaders and governors.

6. To liaise with the School Admissions Service regarding the annual intake of new pupils to the school, mid-term admissions and pupils leaving the school.

7. To ensure statutory and non-statutory returns are completed, ensuring that they are accurate and are submitted in a timely manner (e.g. census, monthly absence return, etc)

8. To assist in the review and development of administrative procedures and systems within the school.

9. To compile and maintain registers, students' personal records, admission and transfer documentation and provide assistance to parents/carers where necessary.

10. To supervise student filing systems to ensure that all student information is kept up to date and easily accessible to all staff, including student permissions.

11. Oversee the monitoring and ensure accurate student attendance records

12. To assist/delegate the senior team in other admin tasks as and when required

13. To supervise student vaccinations, co-ordinating office team to support medical co-ordinator and external teams as and when required.

14. To ensure the efficient and effective running of the general office and reception areas, including answering the telephone promptly.

15. To cover reception and complete reception task in cases of absence

16. Development of self in order to enhance performance, including participating in the school's performance management arrangements.

17. Attend meetings as required relevant to the role

18. To assist the Leadership team's PA with recruitment across the school, completing Healthcare checks, DBS checks and completing all necessary paperwork including placing advertisements.

19. To assist the leadership team's PA with recording and monitoring of staff absence, ensuring that medical certificates are requested where necessary, absence information is reported to payroll and absence insurance claims are submitted in accordance with the requirements of the policy.

20. To monitor all HR policies, informing the head teacher when a policy is due for review / update either as part of routine policy review schedules or as a result of new guidance from HR professionals.

21. To co-ordinate / assist the office teams in supporting either morning or afternoon transport rota duties

22. Any other duties, commensurate with the grade, for which the post holder has appropriate skills / training, as may be required from time to time.

SPECIAL FACTORS:
Subject to the duration of the need, the special conditions given below apply:

(a) The postholder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by his/her own training needs and the needs of the school.
(b) Expenses will be paid in accordance with the Local Conditions of Service.
(c) This post is eligible for a DBS check under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (i.e. it involves certain activities in relation to children and/or adults) and defined as regulated activity under Part 1 of the Safeguarding Vulnerable Groups Act 2006 before the coming into force of section 64 of the Protection of Freedoms Act 2012 on 10th September 2012. Therefore, **a DBS enhanced check is an essential requirement.**

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.
Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

PERSON SPECIFICATION

Job Title: **Office Manager**

Grade: **9**

	Essential	Desirable
Qualifications	• Level 2 qualifications in maths/numeracy and English/literacy. • Level 3 qualification in business and administration with post-qualification experience, or evidence of equivalent experience.	
Experience	• Experience of working in a busy office environment, carrying out a range of administrative tasks	• Experience of working in a school office. • Some supervisory experience. • Experience using SIMS
Knowledge	• Understanding of the importance of confidentiality and an appreciation of the implications of the Data Protection Act. • Understanding of the context in which schools operate • Awareness of basic HR procedures.	
Skills and Abilities	• Ability to work accurately under pressure, managing your own workload in order to meet deadlines. • Excellent ICT skills, along with the ability to make effective use of a range of ICT software in order to fulfil the requirements of the role. • Ability to analyse data, including complex data, in order to make recommendations. • Ability to deal with complex/challenging problems, and take appropriate action. • Excellent written and oral communication skills • Excellent interpersonal skills with the	

	ability to relate well to children and adults. • Able to operate effectively with minimum supervision. • Able to support/direct the work of junior staff. • Able to review practice and procedure, identify improvements and implement these effectively	
Work-related Personal Requirements	Ability to work in busy office environment with frequent interruptions. Ability to work effectively from other appropriate locations if required. Excellent time keeping and attendance. Take responsibility for own professional development and attend training courses as required to perform duties. Act as an ambassador for the school its stakeholders	Ability to quickly build an appropriate rapport with staff and contractors
<u>Factors not already covered</u> • Must be able to perform all duties and tasks, with reasonable adjustment where appropriate, in accordance with the provisions of the Equality Act 2010		