


Job Description			
Office Manager Admin – Grade 5	Willoughby Primary School	OM0426	
Job Purpose To lead and develop the operation of clerical, administrative and financial support to the school.			
Key Responsibilities		Key Accountabilities	
<ol style="list-style-type: none"> 1. To plan and deliver administrative and other support functions, as determined by the Head Teacher, to meet current and future operational needs of the school. 2. To direct and manage team members to ensure that quality, performance, standards and deadlines are achieved. 3. To undertake reviews within own area of responsibility, identifying problems or issues, making recommendations for corrective action. 4. Undertake budget preparation and planning activities in support of the Head Teacher/SLT and manage allocated budgets, alerting the budget holder whilst taking any corrective action. 5. To develop systems and processes to meet operational needs and to ensure the high quality of information held. 6. To lead the recruitment, selection and development of support staff. 7. To resolve complex and contentious issues to ensure that effective support services are maintained. 8. To provide authoritative advice and guidance to colleagues, governors, parents/carers and business contacts with regard to policies, processes and services provided, including creating or adapting these where necessary to met the needs of the school. 9. To determine stock policy including sourcing supplies, negotiating price, volume and qualities necessary to ensure that stock levels and resources are effectively managed to 		<ol style="list-style-type: none"> 1. To manage and maintain accurate pupil and staff records. 2. To manage all aspects of the school's financial administration, including (but not limited to) budget monitoring, month and year end processing and invoice payments. 3. To oversee the Health & Safety procedures in school supporting the Headteacher and Cleaner in Charge as required. 4. To provide administrative support to the Headteacher, SENCO and Governors as required. 5. To use school systems confidently including, SIMS, FMS, SchoolMoney, GroupCall, Microsoft Office (including outlook, word, excel, sway). 6. To support the Headteacher with personnel administration including recruitment, induction and absence administration. 7. To administer admissions and related administrative processes. 8. To manage and update the Single Central Record and ensure safeguarding administration is accurately maintained. 	

<p>deliver best value.</p> <p>10. To undertake personnel administration and issues on behalf of the school.</p> <p>11. To promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact with during the course of your duties and responsibilities. Your conduct must at all times be in accordance with the school's policies and procedures.</p> <p>12. To report any causes for concern relating to the welfare and safety of children to the designated person, and the head teacher, or if unavailable the designated safeguarding governor or a member of the senior leadership team.</p> <p>13. To attend safeguarding training as required by the school and maintain your knowledge and understanding of your responsibility for safeguarding children in this school.</p>	
<p>The post holder will perform any other duty or task that is appropriate for the role described.</p>	

<p><i>Person Specification</i></p>	
<p><i>Education and Knowledge</i></p> <p>1. A good academic standard of education to GCSE 'A' level standard/NVQ level 3 or equivalent plus specialist training/development.</p>	<p><i>Personal skills and general competencies</i></p> <p>1. Strong organisation skills.</p> <p>2. Excellent communication skills, both written and spoken.</p> <p>3. Ability to prioritise tasks and adapt to changing needs of the school day, meeting deadlines and solving problems.</p> <p>4. Strong administration skills.</p> <p>5. Ability to work independently using initiative.</p> <p>6. Ability to build professional relationships with colleagues, parents and children.</p> <p>7. Strong numeracy skills.</p> <p>8. Strong IT skills.</p>
<p><i>Experience</i></p> <p>1. Considerable relevant work experience of managing administrative (or similar) services or functions.</p> <p>2. Planning and development of administrative functions to meet the current and future needs.</p> <p>3. Establishing and maintaining relationships with contracted service providers including negotiation on service</p>	

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| agreements and establishment of new contracts.
4. Budget planning, monitoring and reporting. | |
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Role Dimensions

- 9. To manage and maintain accurate pupil and staff records.
- 10. To manage all aspects of the school's financial administration, including (but not limited to) budget monitoring, month and year end processing and invoice payments.
- 11. To oversee the Health & Safety procedures in school supporting the Headteacher and Cleaner in Charge as required.
- 12. To provide administrative support to the Headteacher, SENCO and Governors as required.
- 13. To use school systems confidently including, SIMS, FMS, SchoolMoney, GroupCall, Microsoft Office (including outlook, word, excel, sway).
- 14. To support the Headteacher with personnel administration including recruitment, induction and absence administration.
- 15. To administer admissions and related administrative processes.
- 16. To manage and update the Single Central Record and ensure safeguarding administration is accurately maintained.

Date April 2026

Factor Information

Factor		Factor Definition and Relevant Job Information	
1	Knowledge	Good academic standard of general education to GCSE 'A' level standards/NVQ level 3 or equivalent plus specialist training/development and work experience across a technical or specialist area. Includes a full understanding of practices and procedures of the area being administratively supported in order to change and develop work practices accordingly e.g. sufficient knowledge to undertake/oversee specific administrative processes within the school.	
2	Mental Skills	Some analysis and interpretation required when determining the most appropriate action from a range of alternative options. Elements of creativity and/or forward thinking are fundamental to the post's activities e.g. gathering and collating data and formatting it appropriately to provide and meet specified statistical information requests, design year group newsletters or publicising school events.	
3	Interpersonal/ Communication Skills	A) Communicating with a wide range of staff, parents/carers and pupils to provide advice, guidance, instruction or information possibly on a range of options to inform choice e.g. advising and guiding parents/carers through the schools admissions and appeals procedures, liaise with bus companies regarding changes to or shortfall in service, negotiating with suppliers/contractors with regard goods and services supplied.	
		B) Communicating with a wide range of staff and customers including managing relationships with service providers and suppliers in relation to ordering, purchasing, price negotiation, contract management together with dealing with significant issues/complaints that arise e.g. Maintaining relationships with contracted service providers (cleaning/catering/transport, etc) or 'link' schools, colleges, education providers. Handling and resolving complaints in relation to non educational services provided by the school, negotiating refunds/reimbursements from parents/carers, etc.	
4	Physical Skills	Use of keyboard with precision is necessary for some duties however the job holder will not require any particular keyboarding qualification e.g. typing routine letters, emails, maintaining pupil/staff records.	
5	Initiative & Independence	Use of initiative is required to resolve issues and problems that arise where the solution may involve changes to operational practice. Such actions may impact on the effectiveness of the administrative support function and service provision e.g. Devise and introduce a new system of recording and tracking. Direction and guidance will only be sought on significant issues or serious matters of concern e.g. Re-negotiation of existing service agreements with outside supplier or establishment of	

		new contracts.	
6	Physical Demands	Duties are predominantly office based and are unlikely to place physical demands on a job holder. There may be an occasional need to lift/carry items of relatively low weight over short distances e.g. paper records, mail bags, packs of photocopying paper, unpacking stationery deliveries.	
7	Mental Demands	Concentration is applied over a range of administrative tasks involving some analysis of varied information, elements of creative/developmental work or similar e.g. analysis and presentation of pupil data, review and develop administrative procedures in response to new initiatives, checking/monitoring areas to ensure that policies/procedures have been followed and developing plans where issues are identified.	
8	Emotional Demands	Duties are unlikely to require the job holder to deal with individuals whose circumstances may leave them feeling upset, aggrieved, or angry e.g. dealing with those who have physical or mental impairments, or are suffering from serious illness OR to deal with either distressing or disturbing subject matter e.g. minuting meetings and typing notes involving child protection issues (people related behaviour, including any form of verbal abuse and aggression from people is covered under the Working Conditions factor).	
9	Responsibility for People	Providing advice and guidance on policy and procedure which requires interpretation appropriate to a variety of circumstances/situations which will then enable the recipients to make informed choices e.g. Discussing schools admissions and appeals procedures with parents/carers/staff presenting appropriate options which fit individual circumstances.	
10	Responsibility for Financial Resources	Monitoring income or expenditure against budget, involving <u>large</u> sums of monies and actively reporting to the budget holder variances to enable them to take informed action e.g. providing regular financial information/summaries to senior staff.	
11	Responsibility for Physical Resources	Ensuring that information systems and records are appropriately managed and developed to meet the needs of the school.	
13	Working Conditions	A) Duties may require the job holder to deal with angry, upset, aggressive or abusive pupils and parents/carers who may contact the school on the phone or in person which exposes the job holder to some unpleasantness and discomfort.	
		B) Duties are largely office based where exposure to either unpleasant working conditions or unpleasant people related behaviour is unlikely or infrequent.	

Date April 2026

Grade 5 Admin

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