



**FUTURE
ACADEMIES**
LIBERTAS PER CULTUM

Office Manager Recruitment Pack

Dear Applicant,

Thank you for your interest in joining Ashtree Primary Academy at such an important and exciting time in our journey.

We are a school on a rapid and determined path of improvement. This is not an easy journey - it requires hard work, resilience, and absolute commitment; however, it is one of the most rewarding experiences of which you can be part. Every day, we are seeing tangible change in our classrooms, in our culture and in the outcomes for our children. There is a real sense of momentum at Ashtree, and we are proud of the difference we are making together.

As Principal, I am highly ambitious for our school and for every single child we serve. I will leave no stone unturned in ensuring that every child at Ashtree Primary Academy receives the highest quality of education and leaves us fully equipped to go on to whatever future they choose. Our children deserve nothing less.

With experience across both primary and secondary education, I am driven by a deep belief that education transforms lives. At Ashtree, this belief underpins everything we do. Our core values of Courage, Care and Curiosity are more than words; they shape our decisions, our expectations, and our daily practice.

We are proud to be a true community school: committed to creating an inclusive, supportive, and aspirational environment for all. We value the voices of our staff as much as our children and families. We foster a culture of openness, collaboration, and continuous development.

The successful candidate will lead the day-to-day operation of the school office, providing a professional, efficient, and welcoming service to pupils, parents, staff, and visitors. As the first point of contact for the school, they will play a key role in ensuring our administrative, attendance, admissions and operational processes run smoothly.

We are looking for someone who is organised, proactive and committed to delivering an excellent service. The successful candidate will build positive relationships across our school community, work collaboratively with colleagues, and demonstrate a genuine commitment to supporting the smooth running of the school.

If you enjoy working in a busy and rewarding school environment and take pride in making a positive difference behind the scenes, Ashtree Primary Academy offers an exciting opportunity to develop your career and become an integral part of our dedicated team.

Guided by our motto, *libertas per cultum* - 'freedom through education' - we believe that a first-class education is the key to unlocking a lifetime of freedom and opportunity. Our mission is to help children discover and develop their talents, interests, and skills, empowering them to lead rich and fulfilling lives.

Future Academies is passionate about diversity and inclusivity. We welcome applications from individuals who have the skills and experience to fulfil the requirements of the job description and whose values align with the ethos of our academy. We encourage applications from candidates of all backgrounds, regardless of any protected characteristic.

If you would like to discuss the role in more detail or organise a pre-application visit, please do not hesitate to contact the HR department via email at HREnquiries@futureacademies.org. We strongly encourage prospective candidates to visit the school and meet with the Principal to gain a real sense of the school's culture, community, and ambitions.

Alex Colledge-Orr,
Principal

JOB DESCRIPTION

JOB TITLE:	Office Manager
LINE MANAGER:	Principal
HOURS:	37 hours per week, Term-Time plus Inset days, plus one additional week to be worked during the school holidays. A typical working pattern will be 8:00am–4:00pm, Monday to Thursday, and 8:00am–3:30pm on Fridays, with a 30-minute unpaid lunch break each day. The final working pattern will be agreed upon appointment. Flexibility may occasionally be required to support school events, parents' evenings, training, and other operational requirements.
SALARY:	Your salary will be calculated in accordance with NJC Pay and Conditions, Scale 6, points 18- 22 (£31,537 - £ 33,699FTE). The actual pro rata salary for this position is £27,366.18- £29,242.25 per annum.
PLACE OF WORK:	Ashtree Primary School and Nursery, Chertsey Rise, Stevenage, SG2 9JQ. Occasional travel to other Trust locations will also be required.
RIGHT TO WORK:	This appointment is subject to verification of the right to work in the UK. Where the successful candidate has worked or been resident overseas in the last five years, such checks and confirmations will be required in accordance with the statutory guidance.
STAFF BENEFITS:	Future Academies recognises its employees as the most important asset and critical to its success. To demonstrate this all staff are offered the following benefits: • A supportive ethos and concern for the well-being of all colleagues. • Excellent CPD opportunities and career progression. • Employer Contributions to Local Government or Teachers Pension Scheme. • Mintago – employee benefits platform. • Employee Assistance Programme. • Access to a Virtual GP • Eye Care Voucher scheme. • Partnership with YellowNest -Salary sacrifice childcare. For further information regarding our staff benefits, please visit our website.
PROBATION PERIOD:	The post holder will be required to complete a 6-month probation period.

PURPOSE OF THE ROLE

To lead and deliver the day-to-day operation of the school office, ensuring an efficient, welcoming, and professional administrative service for pupils, parents, staff, visitors, and external agencies. The Office Manager will be the first point of contact for the school whilst managing key administrative, attendance, admissions, finance, health and safety and safeguarding processes.

The postholder will oversee office systems and procedures whilst personally delivering high-quality front-of-house and administrative support to ensure the smooth running of the school.

MAIN RESPONSIBILITIES AND TASKS

Leadership and Office Management

- Lead and manage the day-to-day operation of the school office, ensuring an efficient, professional, and welcoming administrative service for the entire school community.
- Line manages, support and develop the Office Administrator, providing regular supervision, guidance, and performance management.
- Oversee all administrative functions across the school, ensuring high standards of accuracy, efficiency, and customer service.
- Develop, implement, and continuously improve office systems and administrative processes to maximise efficiency and support the effective running of the school.
- Ensure the school office operates effectively throughout the school day, responding proactively to changing priorities and operational needs.
- Act as a key member of the school's operational team, contributing to the smooth day-to-day running of the school.

Administration

- Provide high-level administrative support to the Headteacher and Senior Leadership Team.
- Manage the Headteacher's diary, scheduling appointments, meetings, visits, and events, ensuring the effective prioritisation of commitments.
- Coordinate and manage correspondence, emails, telephone enquiries, and the school's shared inbox, exercising discretion and ensuring urgent matters are addressed promptly.
- Prepare reports, presentations, letters, policies, meeting papers, and other documentation to a high professional standard.
- Organise meetings, including preparing agendas, distributing papers, taking minutes where required and monitoring follow-up actions.
- Develop, implement, and maintain effective administrative systems, processes and electronic and paper filing systems.
- Coordinate school communications and support the organisation of school events, visits, and activities.
- Liaise confidently and professionally with parents, staff, governors, Trust colleagues, Local Authority representatives, contractors, and external agencies.
- Welcome visitors to the school, ensuring safeguarding procedures are followed and that all visitors receive a professional and positive experience.
- Maintain confidentiality and ensure compliance with data protection requirements at all times.

Admissions, Attendance and MIS

- Lead and oversee the school's admissions process in accordance with the Trust Admissions Policy, working closely with Hertfordshire County Council, families, and the Senior Leadership Team.
- Coordinate school tours and admissions enquiries, promoting the school positively to prospective families and ensuring an excellent admissions experience.
- Ensure smooth and effective transition arrangements for new pupils, working collaboratively with families, nurseries, previous schools, and staff to support children as they join the school.

- Oversee pupil attendance procedures, ensuring compliance with statutory guidance and safeguarding expectations.
- Work closely with the Attendance Lead and Office Administrator to monitor attendance, coordinate interventions, issue correspondence, organise attendance meetings and support families to improve attendance.
- Take responsibility for the school's Management Information System (MIS), ensuring pupil data remains accurate, compliant, and ready for statutory returns, including the School Census.
- Ensure all administrative records are maintained accurately and securely in accordance with statutory and Trust requirements.

Medical, Safeguarding and Health & Safety Responsibilities

- Act as the school's Medical Lead, maintaining accurate medical records for pupils, supporting with individual healthcare plans, administering, and recording medication in accordance with school policies, and ensuring staff are aware of pupils' medical needs.
- Liaise with parents, and external agencies regarding pupils' medical requirements and support arrangements.
- Monitor medical supplies, first aid equipment, and emergency medication, ensuring they are appropriately stocked and maintained.
- Serve as a qualified First Aider, providing first aid to pupils, staff, and visitors when required and maintaining accurate records of all incidents.
- Undertake the role of Fire Warden, supporting the school's fire safety procedures, participating in fire drills, monitoring evacuation records, and promoting compliance with health and safety requirements.
- Support safeguarding procedures by maintaining accurate records, following safeguarding protocols, and reporting concerns in accordance with school policy.
- Ensure visitors follow safeguarding and security procedures, including sign-in processes and identification requirements.

Marketing, Communications and School Promotion

- Lead the school's administrative communications, ensuring information shared with parents and the wider community is accurate, timely and professionally presented.
- Manage and coordinate the school's social media platforms, working closely with the Trust Marketing Lead to ensure consistency with Trust branding and communication strategies.
- Promote the school's achievements, events, and successes through digital communication channels to enhance community engagement.
- Support the development of the school's marketing strategy, helping to increase the school's profile, strengthen community relationships and support pupil recruitment.
- Monitor social media engagement and digital insights, using analytics to increase audience reach, improve engagement and support the continued growth of the school.
- Ensure all school communications reflect the school's vision, values, and brand identity.

Deputy Designated Safeguarding Lead

The postholder will be **one of the school's** Deputy Designated Safeguarding Leads, working as part of the wider safeguarding team and supporting the Designated Safeguarding Lead (DSL) in the effective implementation of the school's safeguarding arrangements.:

- Ensuring all pupils know how to report concerns to a member of staff.
- Ensure risk assessments are in place, understood and regularly evaluated.
- Support the DSL to manage concerns raised on the school's safeguarding system.
- Support the DSL with referrals.
- To support the DSL to ensure that there is an accurate record of referrals.
- Attend meetings where necessary.
- To work with other senior leaders in their positions to ensure safeguarding is effective across the school.

Operational Support

- Ensure effective and efficient administrative support is provided across all areas of the school, enabling leaders, teachers, and support staff to focus on delivering outstanding education.
- Provide advice, guidance, and support to staff regarding administrative systems, school procedures, and operational processes.
- Coordinate administrative support for school events, parents' evenings, performances, educational visits, governor meetings, and whole-school activities.
- Manage office resources, ordering supplies and monitoring expenditure in accordance with school financial procedures.
- Identify opportunities to improve administrative processes through innovation, technology, and continuous improvement.
- Produce management reports, statistical information and operational data to support school leaders and governors in decision-making.
- Maintain strong working relationships with the Trust Central Team, Local Authority, and external agencies to ensure effective operational support for the school.
- Oversee admissions processes in accordance with Trust and Local Authority procedures.
- Coordinate the induction of new pupils.
- Ensure pupil records remain accurate and

General

- Act as a trusted professional across the Trust, maintaining confidentiality, professionalism, and high standards at all times.
- Adhere to all safeguarding, child protection, equality, and data protection policies.
- Undertake any other duties commensurate with the grade of the post as reasonably requested by the Line Manager.

No job description can be entirely comprehensive, and roles develop organically over time. The post holder will be expected to undertake similar duties, commensurate with the level of the post and at the discretion of the Line Manager, as the Line Manager shall from time-to-time reasonably require.

PERSON SPECIFICATION

The successful candidate will meet the following person specification. Please note that the listed criteria will form the basis of the selection process. Applicants should address all elements of the Person Specification, demonstrating experience and where appropriate citing supporting examples within their application.

Criteria	Essential	Desirable
Training, Qualifications and Experience: On their application form, candidates will demonstrate that they have the following training, qualifications, and school experience:		
	• Minimum of 5 GCSEs, including English and Maths at Grade 4/C or above (or equivalent). • Successful demonstrable experience of working in an administrative role within a school or education setting. • Experience of coordinating administrative systems and processes within a busy working environment. • Experience of providing a professional first point of contact and dealing confidently and sensitively with parents/carers, staff, pupils, visitors, and external stakeholders. • Experience of using management information systems or databases and maintaining accurate records. • Experience of handling sensitive and confidential information appropriately. • Experience of building positive and effective working relationships with a range of internal and external stakeholders. • Experience of line managing, supporting, and developing staff. • Evidence of continuous professional development • Current first aid qualification or willingness to undertake training.	• Relevant qualification in administration, business management, or a related area. • Previous experience as a School Office Manager or in a similar senior administrative role. • Experience of using a school MIS, particularly Bromcom. • Experience of school admissions and attendance processes. • Experience of supporting statutory returns, including the School Census. • Experience of supporting senior leaders, including diary management, meetings, and the preparation of professional documentation. • Previous experience or training as a DDSL. • Experience of supporting the administration of pupil medical needs, including Individual Healthcare Plans (IHCPs).
Knowledge, Skills, and Attitude: In their statement of suitability and during the selection process, candidates will demonstrate the ability to:		
	• Excellent organisational and time-management skills, with the ability to prioritise competing demands and meet deadlines. • Excellent written and verbal communication skills. • Strong IT skills, including Microsoft Office, with the ability to learn and confidently use new systems. • Excellent attention to detail and a commitment to maintaining accurate records. • Ability to use initiative, solve problems and take a proactive approach to work. • Ability to remain calm, professional, and effective within a busy school environment. • Ability to develop, implement and improve effective administrative systems and processes.	• Knowledge of school admissions and attendance processes and requirements. • Knowledge of statutory school data and Census requirements. • Knowledge of Bromcom or another school MIS. • Knowledge of school medical and first aid procedures. • Knowledge of social media and digital communication within a professional setting.

	• Strong interpersonal skills and the ability to communicate professionally with children, parents/carers, colleagues, and external agencies. • Ability to provide a welcoming, professional, and effective first point of contact for the school. • Ability to lead, motivate and support administrative staff. • Understanding of confidentiality and data protection requirements. • An understanding of safeguarding and child protection responsibilities within a school environment. • Ability to manage sensitive and confidential situations with discretion and sound judgement. • Flexibility and adaptability, with the ability to respond effectively to changing priorities and operational requirements.	
Personal competencies and qualities. In their statement of suitability and during the selection process, candidates will demonstrate the ability to:		
	• High levels of personal integrity, professionalism, and accountability. • A collaborative approach that fosters positive relationships, teamwork, and shared responsibility. • Approachable, resilient, and able to maintain professionalism when dealing with challenging or sensitive situations. • A strong customer-service ethos and commitment to providing an excellent service to the school community. • Ability to work effectively both independently and as part of a team. • Commitment to ongoing professional development. • Commitment to equality, diversity, and inclusion. • Alignment with the Trust's values and a clear commitment to supporting the pupils, families, and wider community of Ashtree Primary Academy.	

WHAT CAN WE OFFER YOU?

1

Colleagues who care about the children they serve and each other.

2

A curriculum that is centrally resourced and locally owned.

3

An evidence-based hybrid CPD offer, striking balance between central input and local tailoring to context.

4

Bespoke leadership development opportunities with the chance to be involved in a year-long programme including executive coaching.

5

A thoughtfully crafted staff benefits offer through our partner, Mintago, including tax-free childcare, cycle to work vouchers, virtual GP access and much more.

6

A two-week October half term with no reduction in holidays elsewhere.

7

Integrated instructional coaching through StepLab, enabling feedback, which is timely, developmental and low-stakes.

8

Access to a generous enrichment fund, outside of the school funding envelope, through a bidding process to our charity sponsor, Future.

9

We lean into the size of our MAT. With 11 schools, we are small enough for you to know everybody, and big enough for you to lean on them for support.

10

We treasure staff voice and use SchoolSurveys to get benchmarked data on how our staff feel and what they think. 83% of staff feel their line manager make them do their job better, against a contextual benchmark of 69%.

APPLICATION PROCESS

1. Applying for the role

- To apply for the post, please visit our website - [Vacancies - FaceEd \(face-ed.co.uk\)](https://face-ed.co.uk)
- Applicants should complete the online application form via Sam Recruit. Applicants should also complete the 'Personal Statement' section of the online form to the best of their ability and use this section to demonstrate how they meet the requirements set out in the person specification. Please ensure specific examples are included.
- Applications must be received no later than **date**. Applications after this date will not be considered.

2. Interview Process

- The interview process will take place as soon as possible after shortlisted has been completed. The interview will include a formal interview and may include practical tasks related to the knowledge and skills required for the role.

3. Notification & Feedback

- Candidates that have taken part in interviews will be notified as soon as possible – please ensure that you have provided day and evening numbers on which you can be reached.
- Unsuccessful candidates will be given the opportunity to receive professional feedback.

4. Taking up the post

- The successful candidate will take up the post as soon as possible.

5. Additional information

- For further information please email HRenquiries@futureacademies.org and a member of the HR team will contact you.

6. Safer Recruitment Statement

Future Academies is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We are committed to safer recruitment, and all appointments are subject to satisfactory pre-employment checks, including an Enhanced DBS check with Children's Barred List information, online searches in accordance with Keeping Children Safe in Education (KCSIE), and any other statutory checks relevant to the role.

This post is exempt from the Rehabilitation of Offenders Act 1974, and the successful applicant will be required to disclose all cautions and convictions that are not protected under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended). It is an offence to apply for this role if you are barred from engaging in regulated activity with children.