



Job Description – School Office Manager

Scarisbrick Hall School

MAIN PURPOSE OF JOB:

We are seeking an organised, professional and personable School Office Manager to lead the day-to-day operations of our school office and administration team. The successful candidate will be a strong leader, highly efficient, and proactive, with excellent communication skills and the ability to manage multiple priorities in a dynamic school environment. As a key point of contact for pupils, parents, staff and visitors, the School Office Manager will play a vital role in supporting the smooth running of the school and upholding the high standards and values of Scarisbrick Hall.

The successful candidate will be a key member of the Operational Leadership Team, thriving in a fast-paced, performance-led environment and contributing to the school's educational vision through exceptional office management of staff and delivering high service delivery to the operations of the school.

KEY RESPONSIBILITIES:

Office Leadership, School Office Management & Administration

- Provide excellent leadership and management of the school office team ensuring a high performing and functioning school office within a busy environment.
- Manage the day-to-day running of the school office, ensuring a professional, welcoming and efficient front-of-house service for parents, pupils, staff and visitors.
- Line-manage and support the housekeeping manager, school office, gatekeepers and reception staff, including rota planning, training and performance management.
- Oversee school administrative systems and procedures to support the smooth operation of the school during term time and out of term time.
- Manage the administration element of school trips ensuring each trip's conditions are followed.
- Manage the administration of extra-curricular activities including but not limited to "Beyond the classroom" and "TCM" services.

Parent & Customer Experience Leadership

- Deliver a consistently high standard of customer service to parents, pupils, prospective families and visitors, ensuring all interactions reflect the school's premium brand and values.
- Ensure all enquiries (email, telephone and in-person) are handled promptly, professionally and with a solutions-focused approach.
- Monitor response times and service levels to meet agreed communication standards across the school.
- Support the Admissions and Marketing Teams by providing an exceptional front-of-house experience for prospective families, external visitors and VIP guests.
- Ensure the School Office environment reflects a professional, warm and welcoming atmosphere at all times.
- Handle sensitive or complex parent issues diplomatically, escalating appropriately and ensuring follow-up and resolution.
- Maintain strong relationships with parents, ensuring communication is courteous, accurate and aligned with the school's expectations and tone.
- Identify recurring service issues and propose improvements to enhance the parent journey and overall operational efficiency.

Communication & Liaison

- Act as a central point of contact for internal and external communications, handling enquiries by phone, email and in person.
- Support effective communication between senior leadership, teaching and ancillary staff, parents and external agencies.
- Manage school correspondence, newsletters, bulletins and information distribution as required.
- Regular communication with key stakeholders for school trips such as the trip leaders etc. to ensure the trip is appropriately organised beforehand.

Pupil & Parent Administration

- Maintain accurate pupil records in accordance with GDPR and ISI requirements.
- Manage school registration procedure and ensure effective attendance tracking is in place to report to pastoral leads.
- Assist with parent-facing processes including school enquiries, documentation and scheduling through school communication channels.

Pupil wellbeing and medical needs

- Oversee and maintain accurate, confidential records relating to pupil first aid, medical conditions, allergies, care plans, and all statutory medical requirements, ensuring compliance with school policies and relevant legislation.
- Ensure all pupil medications are appropriately registered, securely stored, monitored, and administered in accordance with prescribed instructions, school procedures, and safeguarding standards.
- Act as a key point of contact for medical and wellbeing matters, liaising with parents/carers, staff, and external health professionals as required.
- Administer first aid when necessary, responding calmly and effectively to incidents, and ensuring appropriate follow-up actions and documentation are completed.
- Organise and facilitate school vaccine sessions with authorised medical partners.

Safeguarding, Compliance & Policies

- Support the school's safeguarding procedures, including contractor and visitor management, record-keeping and staff compliance checks.
- Ensure administrative compliance with ISI regulations and school policies.

Financial & Resource Administration

- Support the finance team through effective management of income received relating to extra curricular activities such as but not limited to breakfast, afterschool clubs and school trips.
- Manage office supplies and resources, ensuring cost-effective procurement and stock control.
- Support the Head of Operations administration requirements as and when required.

HR & Staff Support

- Manage the staff administration for new starters/leavers, absence records and staff documentation.
- Support recruitment processes, including advertisement of posts, arranging interviews and maintaining accurate personnel records.
- Ensure DBS checks are conducted on all upcoming new staff and regular contractors in line with KCSIE and ISI regulations.
- Manage the Single Central Register and ensure effective safer recruitment protocols are in place at all times in line with KCSIE and ISI regulations.

Event & Diary Management

- Coordinate staff calendar for meetings and events, including whole-school activities throughout the year.
- Provide administrative support for school events and trips.
- Act as school clerk for school operational committee meetings as and when requested by the Head of Operations.



Personal Specification – School Office Manager

Scarisbrick Hall School

ESSENTIAL CRITERIA
Proven experience in an office management or senior administrative role, ideally within a school organisation.
Excellent organisational and time-management skills, with the ability to prioritise effectively in a busy environment.
Strong interpersonal and communication skills, with a professional and welcoming manner.
Line management experience and the ability to support and develop administrative staff.
High levels of accuracy, discretion and confidentiality, with a sound understanding of GDPR requirements.
Competence in the administration and management of first aid, allergies and pupil medication, including accurate record-keeping and liaison with staff and parents.
Willingness to undertake relevant training in first aid, safeguarding and medical administration as required.
Confidence in the use of IT systems, including MIS platforms, Microsoft Office and email communication.
Ability to work calmly and effectively under pressure and to respond appropriately to changing priorities.
A commitment to the ethos, values and safeguarding responsibilities of an independent school.
Awareness of or willingness to undertake relevant Safer Recruitment in education training.

DESIRABLE CRITERIA
DSBM (Diploma in School Business Management) qualification or working towards it.
Previous experience in an independent school environment and familiarity with ISI regulatory requirements.
Knowledge of iSAMS, SOCS, Single Central Register systems and processes.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Safeguarding training will be given.

Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure & Barring Service. The school will conduct this check for you.