

Bromley Trust Academy Job Description

Post: Office Manager
Location: Bromley Trust Academy Hayes
Responsible to: Head of School
Actual Hours: 37 hours pw 08:00 to 16:00 39 weeks - Term Time Only
Salary: from £26,174 (depending on experience)
Closing date: 10th October 2025
Interviews: Week commencing 13th October 2025
Start date: 3rd November 2025

Main duties and responsibilities:

- Under the direction of the Headteacher, the post holder manages the workload of the office
- Responsible for all of the activities of the school office on behalf of the headteacher working with and managing constantly conflicting priorities and deadlines
- Receive attendance calls from parents/carers
- Retrieve answerphone messages and pass onto relevant staff as appropriate
- Create and maintain a process to produce daily registration sheets in preparation for a Fire Drill
- Safely admit staff, pupils and visitors into the building in accordance with Health and Safety and Safeguarding policies
- Organise and send out letters for pupil meetings
- Produce documentation and minutes in relation to pupil and staff meetings
- Provide administrative support to SLT as required including updating the school diary on a daily basis
- Monitor the school's Admin email account, passing on all messages to relevant staff in a timely and effective way
- Collect and sign for all deliveries
- Prepare all pupil packs for Academic Review Day
- Create new pupil admission packs with information provided by the local authority
- Creation and maintenance of accurate and confidential records
- Arrange all new pupil interviews and monitor any non-attendance
- Liaise with mainstream school to collect pupil files for all new starters
- Upload all new pupil information onto Arbor, including permanent exclusion letters
- Establish an effective organisation system for pupil files, including new files for all new pupils
- Forward all pupil files to relevant onwards provision
- Archive all Year 11 pupil files in the appropriate way
- Organise for collection and disposal of all white waste
- Be the first point of contact for visitors and external professionals and ensure they receive a professional welcome
- Maintaining professional boundaries at all times and observing / upholding the values and ethos of the Federation whilst contributing to the overall vision of the organization
- Manage and submit the whole school census
- To complete any additional administrative duties not included within this list as required by the Head of School/Headteacher

Person Specification

1. Excellent interpersonal skills including telephone and face to face manner.
2. Experience of working in an administrative role within a school setting.
3. Knowledge and experience of Arbor and willingness to undertake additional training as required.
4. Experience and confidence in using ICT to support the role.
5. Perseverance in making contact with hard to engage parents / carers.
6. Good organisational skills and ability to work to deadlines.
7. Pro-active approach to team-work
8. Sound understanding of confidentiality and safeguarding procedures.
9. Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary
10. Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation
11. Ability to tailor your approach to each conversation to be appropriate to the customer, responding clearly with fine shades of meaning, even in complex situations

General:

The scope of this profile reflects the needs of the Trust at the present time; it is not intended to be a fully inclusive or exhaustive list. The post holder may therefore be expected to work flexibly and perform such other duties other than those given in the job description.

The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed. The profile will be subject to continuous review as the needs and requirements of the Trust change over time

PERSON SPECIFICATION: Administrative Officer / Receptionist

Qualifications:	Essential	Desirable
Good level of education to Level 2 or equivalent (including English & maths)	✓	
Knowledge and experience:		
Highly developed skills in use of ICT to prepare, analyse and present management information to support effective decision making	✓	
Experience of education systems e.g. SIMS/Arbor	✓	
Skills and competencies:		
Highly developed oral and written communication skills. Ability to communicate in a way which meets the needs of diverse audiences	✓	
Proven ability to develop, implement and update systems	✓	
Ability to work as a member of the team and actively promote teamwork	✓	
Ability to act professionally and facilitate the resolution of any problems including workplace conflict and make the appropriate decisions	✓	
Ability to respond positively to and actively support the Headteacher, Head of School and senior leadership team	✓	
Other qualities:		
Commitment to high quality service delivery	✓	
Able to maintain confidentiality in all circumstances	✓	
Proactive approach to work being responsive, empathetic and supportive to all within the school	✓	

Flexible to enable a responsive service at all times	✓	
Hard working and enthusiastic presenting a professional manner at all times	✓	
Possess a sense of humour and the ability to be able to multi-task work with energy and enthusiasm	✓	
An understanding of, and commitment to, the Trust's Equality and Diversity policies	✓	
An understanding of, and commitment to, the Trust's Health and Safety Policies	✓	
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	✓	