



# Chilton Primary School

## Chilton County Primary School Office Manager

### Job Description

The Office Manager plays a central role in the smooth running of the school, providing high-quality administrative support and acting as a welcoming, professional first point of contact for pupils, families, staff, and visitors. The role combines organisation, communication, and problem-solving to help the school operate efficiently every day.

### Duties and responsibilities

#### Leadership

- Oversee the daily operation of the school office, ensuring a calm, organised, and friendly environment, ensuring that all members of the office team present a positive image to school staff, parents and visitors.
- Develop an office team that delivers and meets the needs of the school
- Line manage administrative staff, providing staff training and engaging with training as appropriate.
- Manage pupil attendance processes, including daily registers, follow-up calls, and statutory reporting.
- Coordinate communication with parents and carers, including managing the parents evening booking process, report generation and school wide notices.
- Take all decisions in line with the vision and values of the school, and encourage others to do the same.
- Be one of the school's Fire Wardens, working with the leadership team to ensure that our policies and procedures are highly effective to keep everyone safe and complete our weekly fire checks.
- Be the appointed First Aid Officer, lead on writing and maintaining Individual Healthcare Plans, the storing and administration of medications, support the development of First Aid Policies and the point of escalation for first aid support when needed (training could be provided if necessary.)
- Lead on diary management and be proactive in working with the leadership team to manage upcoming school events, supporting with organisation and staffing.
- Lead on the schools MIS system, know its capabilities and how to access external support as needed, complete the annual data collection and year end procedures, assist with setting up class assessment sheets and parent booking systems.

#### Organisation

- Have oversight of all office processes and procedures and ensure that the office is running effectively to meet the needs of the school.
- Ensure the smooth and effective running of the school office and all administrative and communicative systems.
- Lead the parents evening booking process and assist with organisation and other meetings and events, including the organisation of rooms and equipment, and providing refreshments as required.
- Liaise with the Parent Teacher Association and support with event organisation, license applications and be a key link between the PTA and leadership team.
- Lead on management of the school's email inbox, ensuring the school meets its expected response times and emails are forwarded to the relevant staff member as necessary.
- Support the leadership team with assessment Gateway annual returns, pupil census
- In combination with the leadership team, lead on the school closure procedure
- Work with the school business manager to ensure that our 3C's before and after school club provision is staffed and runs effectively.
- Work with the school business manager to ensure that the school website is kept up to date, particularly the school calendar and newsletter sections.

**Headteacher: Miss Vousden**

**Deputy Headteacher: Mrs Knight**

Chilton County Primary School, Downside, Chilton, Oxon OX11 0PQ  
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- Lead on out of hours communication when appropriate, E.g., Communicate updates with parents when school trips will be returning outside of school hours (this can be completed remotely.)
- Organise and distribute incoming and outgoing post
- Support with the arrangement of school trips including booking coaches, calculating costs, checking insurances and booking venues.
- Lead on the booking and organisation of swimming teaching across the school at our external providers and ensure that staff are appropriately trained to support with this.

## Compliance

- Manage the administration of recruitment including advertising and collating documentation
- Keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times
- Compliance with the legalities associated with aspects of the role, for example, timely completion of school registers, alcohol licenses etc.

## IT Administration

- Manage setting up and closing staff email accounts when staff join and leave the school, including managing the set up and passwords for positional accounts such as the Chair of governors account and class email accounts.
- Manage whole school email groups such as the teachers group
- Manage Wonde and other third party integrations to ensure that our MIS system and applications link together.
- Lead on resolving day to day computer problems and liaise with our External Computer Management Support Company.
- Oversee the school printer and work with our hiring company to ensure that it operates effectively.

The school office manager will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the school office manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher.

This job description may be amended at any time in consultation with the postholder.

**Last review date:** 17<sup>th</sup> March 2026

**Next review date:** March 2028

**Headteacher/line manager's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Postholder's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## Person Description

| Criteria                           | Qualities  |
|------------------------------------|--|
| <b>Personal qualities</b>          | <ul style="list-style-type: none"> <li>• Strong people skills with the ability to challenge in a positive manner.</li> <li>• Ability to remain calm under pressure and prioritise effectively.</li> <li>• Effective communication skills with a broad range of audiences</li> <li>• Confident to work independently and take initiative.</li> <li>• Willingness to learn.</li> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> <li>• Ability to be flexible with hours when necessary.</li> </ul>                           |
| <b>Qualifications and training</b> | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• GCSEs or similar qualifications in English and Maths</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• NVQ3 in Business Administration or equivalent qualification in a relevant discipline (or working towards)</li> <li>• First Aid qualification</li> </ul>  |
| <b>Experience</b>                  | <ul style="list-style-type: none"> <li>• At least two years' experience working in an office environment at a middle or senior level</li> <li>• Organising, leading and motivating other staff</li> <li>• Developing, managing and operating clerical/administrative/financial and organisational systems</li> <li>• Managing staff</li> <li>• Working with children or young people</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Analysing and evaluating data</li> <li>• Experience of recruitment process and confidence to oversee recruitment process.</li> <li>• Experience of being the designated fire warden</li> <li>• Experience of leading on first aid policy and procedures.</li> </ul>   |
| <b>Skills and knowledge</b>        | <ul style="list-style-type: none"> <li>• Excellent attention to detail</li> <li>• Excellent literacy, numeracy skills and IT proficiency</li> <li>• Competent use of IT packages including word processing and excel spreadsheets with knowledge of Bromcom or another MIS system</li> <li>• Competent at using and leading on MIS systems including year-end procedures, linking programmes such as WONDE</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to plan, organise and prioritise</li> <li>• Understanding of data protection and confidentiality</li> <li>• Understanding of safeguarding</li> <li>• Experience of completing simple updates to websites, for example, uploading newsletters.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience of leading IT management, for example, experience of managing email systems and general computing problem solving.</li> </ul> |

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