

Job Description: Aspiring School Business Manager/Office Manager

Reports to:	Vice Principal – Business & Community
Start date:	ASAP
Location:	Ark Evelyn Grace Academy, Shakespeare Road, SE24 0QN
Contract:	Permanent
Hours	7.30am to 4.30pm
Salary	Ark Support Pay Scale Grade 8 (£34,452 - £40,427)

This is an exciting and rare opportunity for an aspiring School Business Manager/Office Manager to join Ark Evelyn Grace Academy. We are seeking a dynamic, solution-focused, and professional individual to become part of our friendly, dedicated, and hardworking Business Support Team.

The Role

In this pivotal position, you will lead and be central to the Academy's administrative operations, ensuring the office runs smoothly each day. Your responsibilities will include coordinating office activities, managing communications, maintaining records, and supporting the needs of staff, students, and parents. You and your team will consistently strive for operational excellence, delivering the best administrative services in schools.

Your exceptional organisational skills, attention to detail, and ability to multitask will be crucial in creating a productive and positive environment, significantly contributing to the success of the school community. You will directly support the Vice Principal – Business and Community and work closely with the premises, catering, and HR team to ensure that daily operations are carried out efficiently and effectively. Additionally, you will exchange best practices and partner with Ark Globe Academy to innovate administrative processes across sites.

In this dynamic role, you will acknowledge that no two days are the same, embracing the variety and challenges that come with supporting a thriving school environment.

Responsibilities

Administration

- Ensure an exceptionally high standard of administrative support is available and provided.
- Write emails, texts, letters, minutes, papers, and any other correspondence with absolute accuracy.
- Oversee the main school mailbox and ensure all enquiries receive a response within 48 hours.
- Ensure that all enquiries and correspondence are dealt with promptly and effectively, promoting a positive image of the Academy.
- Manage and oversee the reprographics service to ensure copying is provided in a timely manner.
- Arrange annual individual student and whole school photos, and ensure images are uploaded to Bromcom.
- Maintain the student digital strategy database and ensure all new students have access to a device.
- Manage room booking and hospitality requests

Reception and Safeguarding

- Provide a welcoming, professional, and clean environment for all visitors.
- Ensure the reception is fully staffed and the visitor safeguarding process is always followed.

School Meals

- Lead and manage the FSM application process
- Promote a cashless system at EGA and lead on IPay Cashless Meals System
- Manage the cashless tills rota system and ensure this is fully staffed
- Ensure students have access to meals

Admissions and Leavers

- Lead on all secondary transfers, liaising with Lambeth Admissions, primary schools, and any other relevant sources regarding admissions.
- Coordinate with ARK Central and Lambeth to manage secondary and in-year appeals.
- Work closely with the Assistant Principal to organise open morning/evening sessions and taster days.
- Ensure all new starters have access to a digital strategy device.
- Ensure all parents are signed up to MCAS (My Child At School).
- Arrange for any student leavers school information and files to be transferred to new schools.
- Co-ordinate student filing system.

Marketing

- Ensure the day-to-day management of the website content, keeping it up-to-date, and source, write, and publish new content.
- Manage promotional materials for open mornings and evenings.
- Create, manage, and maintain the academy's photo library, and assist in the creation and collection of multimedia content for use across various communication channels.
- Oversee social media activity and work to further increase our online presence (e.g., Twitter, Facebook).
- Generate income and write successful bids for identified projects that will promote the academy to the wider community.
- Lead the organisation of Easter and Summer Fairs to engage with the wider community.
- Lead the Friends of EGA Forum.

Medical/First Aid

- Lead First Aid and medical processes.
- Oversee immunisations and coordinate with the school nursing team.
- Ensure all medical interventions and accidents are accurately recorded.
- Liaise with Safeguarding and the School Nurse to keep care plans and asthma cards up-to-date.
- Ensure emergency medications (e.g., inhalers and epipens) are readily available.
- Arrange first aid refresher training for staff as needed.

Line Management and Staff Development

- Conduct bi-weekly one-on-one line management meetings with direct reports.
- Complete probation meetings with direct reports.
- Undertake performance management appraisals for direct reports.
- Review team training needs and ensure that training and development opportunities are provided.

Strategic Management

- Lead the 'Every' system to ensure Health & Safety (H&S) and operational compliance, working closely with the premises team.
- Participate in and support H&S and Fire Risk Audits.
- Act as the Deputy Data Protection Lead.
- Deputise for the Vice Principal – Business and Community in operational leadership as required.
- Attend contract and service review meetings (e.g., cleaning, IT).

Other Responsibilities

- Act as the school's Health & Safety Coordinator and Fire Officer.
- Carry out exam invigilation if required.
- Complete the Certificate in School Business Management and/or Diploma qualification.
- Undertake training and development relevant to the role and aligned with the Academy's priorities.
- Be aware that responsibilities may change based on the needs of the role and the Academy.
- Work flexibly, including outside of 08:00 to 17:00 hours, to support team and school events.
- Be adaptable in your approach and undertake other duties commensurate with the role, as needed, to achieve the objectives of the Academy.

Person Specification: Aspiring School Business Manager/Office Manager

Qualification criteria

- Qualified to work in the UK
- English and Maths qualifications that demonstrate a high levels of literacy and numeracy
- Relevant qualification in office administration and/or ICT applications (desirable)
- NVQL3
- CSBM/DSBM qualifications (desirable but not essential)

Experience and Knowledge

- Experience of having worked successfully in a school in a senior administrative role
- Excellent communication, writing and editing skills
- Excellent organisation and time-management skills
- High level of proficiency with Microsoft Office
- Able to build relationships with a range of stakeholders and anticipate others' needs
- Able to manage several projects at once, prioritising accordingly to meet all deadlines
- Able to take ownership of tasks and work with minimal supervision
- Able to work individually or as part of a team
- Ability to network

Skills, Behaviours and Qualities

- Genuine passion for and a belief in the potential of every pupil
- Ensure professionalism is endorsed at all times
- Excellent interpersonal skills with children and adults.
- Helpful, honest, approachable, positive and the ability to stay calm and diplomatic under pressure
- Solution focused with a can do attitude, a growth mind-set and have the ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to change, improve and develop further skills
- The ability to take ownership of and responsibility for tasks and to work with minimum supervision
- Strong interpersonal, written and oral communication skills and eye for detail
- Hard working, adaptability, flexibility conscientious and accurate
- Desire to go the extra mile to achieve an exceptional result
- A commitment to the safeguarding and welfare of all students
- An understanding of the importance of confidentiality and discretion
- The ability to work well under pressure and to meet deadlines
- High levels of honesty and integrity

Other

- This post is subject to an enhanced Disclosure and Barring Service
- The post holder must be committed to safeguarding the welfare of children and to providing equality of opportunity.

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).