Hadrian Learning Trust Job Description and Person Specification

Post Title:	Trust Office Manager	**Director/Service/Sector:**	Children's Services
Band:	Band 6	**Workplace:**	QEHS Part of HLT
Responsible to:	Trust HR and Business Manager	**Date:**	November 2026
Job Description Ref:	HLTA6A	**School**	Queen Elizabeth High School and Hexham Middle School

Responsible for:

Contact with young people: This role requires regular, ongoing and unsupervised contact with young people. This contact is direct and could potentially be on both a 1:1 and group basis within the workplace. The degree of responsibility for young people is outlined below in the role and responsibilities area of the form.

Job Purpose: Manage the admin teams across the Trust. Organise and supervise all administrative systems including developing admin systems across schools. Contribute to the planning, development and monitoring of support services and management of support staff, including co-ordination and delegation of relevant activities, maintaining confidentiality at all times.

Resources	Staff	Management of a team of 10-12
	Finance	Orders and invoices, petty cash, trust credit card holder
	Physical	Office equipment, accuracy and security of databases,
	Clients	Internal (Teachers, Other Staff, Students) and External (Parents, Visitors, Members of the Public and external agencies).

Responsibilities, Duties and key result areas:

Organisation

- Take a lead role in planning, development, design, organisation and monitoring of support systems/procedures/policies
- Line Management responsibilities in relation to trust administrative staff
- Manage the day-to-day work of school administrative staff across the Trust
- Liaise between senior leaders, managers, teaching staff and support staff
- Hold regular team meetings with managed staff
- Undertake recruitment/induction/training/mentoring for admin staff
- Direct supervision is minimal – organisation of own workload and priorities on a day-to-day basis using own initiative and knowledge of work
- Manage complex administrative procedures
- Liaise between managers/teaching staff and support staff
- Be involved in the recruitment of administrative staff

Administration

- Lead on the development and maintenance of record/information systems
- Manage SARS requests and work with senior leaders on on GDPR compliance for the trust

- Provide and produce detailed reports/information as required
- Produce, and respond to, complex correspondence
- Co-ordinate school admission processes
- Lead the teams providing organisational and complex administrative support to other staff
- Manage complex administrative procedures and direct staff as needed
- Be responsible for completion and submission of complex forms, returns etc., including those to outside agencies e.g. DfE.
- Liaise with parents – queries, information, appointments
- Liaise with LA – various individuals e.g. in admissions, students' services and personnel
- Be responsible for the design and effective operation of administrative procedures
- The postholder has day to day responsibility for their own work rate and maintenance of high standards

Resources

- Be responsible for the selection and management of resources, including management of a budget and regular audit of resources
- Provide advice and guidance to staff and others on complex administrative issues
- Undertake research and obtain information to inform decisions.
- Be aware of health and safety issues in relation to VDU screens and office practice

Whole School Responsibilities

- Comply with and assist with the development of Trust policies. The post holder must carry out his/her duties with full regard to the Trust's Child Protection, Equalities and other relevant polices in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner and procedures relating to:
    - Safeguarding and Child protection
    - Health and safety - the post holder is required to comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both oneself and others.
    - Data protection
    - Confidentiality and data protection Reporting all concerns to an appropriate person.

- Support the school's policies that ensure equality of opportunity across a range of abilities
- Contribute to the overall ethos of the school and Work in such a way as to promote the ethos and vision of the school.
- Establish constructive relationships and communicate effectively with external agencies
- Attend and participate in regular meetings.
- Participate in training and development as required
- To undertake other duties and responsibilities as required commensurate with the grade of the post

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. You are therefore under a duty to use the school's procedures to report any concerns you may have regarding the safety or well-being of any child or young person.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to adopt a professional, courteous demeanour at all times during communication with colleagues, visitors, or students.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Work Arrangements	
Transport requirements:	Required to use own transport to travel within and out of the County
Working patterns:	Normal work patterns
Working conditions:	Normally indoors

PERSON SPECIFICATION		
Essential	**Desirable**	**Assess by**
Knowledge and Qualifications		
▪ NVQ Level 4 or equivalent qualification ▪ Excellent numeracy and literacy skills (at least NVQ 3 Qualification)	▪ Degree in relevant discipline	(a), (t), (g)
Experience		
▪ Several years experience working in an office environment at a senior level ▪ Experience of managing staff	▪ Experience of managing and developing a staff team ▪ Experience in a school, college or educational establishment	(a), (i), (g)
Skills and competencies		
▪ Effective use of specialist ICT packages e.g. SIMS, ORACLE ▪ Experience of using specialist equipment and resources ▪ Full working knowledge of all relevant policies/cods of practice and legislation ▪ Ability to relate to both adults and children ▪ Ability to self-evaluate learning needs and actively seek out learning opportunities		(a), (i), (t)
Physical, mental and emotional demands		
▪ Ability to work under pressure and meet strict deadlines		(i)
Other		
▪ Willingness to participate in personal and professional development	▪ Evidence of learning beyond the work place	(a), (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

Please note that Recruitment and Selection records will be retained and used in accordance with the General Data Protection Regulations (GDPR) 2018 and other legislative provisions.