



Office Manager

Contract type: Permanent

Contract term: Full time - Term time plus 5 weeks

Salary: Grade G (18) £30,468 - £33,267 pro rata; Actual Salary £31,537– £34,434

Starting date: Jan 2026

Underpinned by our '3 Guiding Principles' and '8 Conditions for Success', our vision is to empower future generations to follow their dreams and to build a society of which we can all be proud. To achieve our vision, it is imperative that we build an incredible team, who want to challenge themselves to think outside the box, be creative and work hard to achieve something special.

Livingstone Academy not only provides an excellent education and high academic achievement, but goes the extra mile to best prepare our students for an ever-changing world.

The Office Manager will be a key member of the management team, carrying responsibility for the development, management, operation, and delivery of crucial support services within the Academy. This encompasses finance and HR related duties, general administration, communications, and marketing. The role involves leading a team to deliver excellence in front of house operations, providing a welcoming and informative reception and high quality administrative service for the academy.

As the main contact point for the Principal and a provider of a fully confidential, efficient, and responsive administration and secretarial service to both the Principal and the Senior Leadership Team (SLT), the Office Manager acts as a 'gatekeeper' to prioritise, screen, and redirect communications. They are expected to anticipate the needs of the Principal and act accordingly to support their role effectively.

Key responsibilities include overseeing the daily administration of the academy office and assisting with the planning and development of support services. The post requires strong leadership in line managing, supervising, training, and developing administrative staff, reviewing staff performance, and carrying out appraisals. They must ensure the smooth and effective running of the school office and all administrative and communicative systems.

The role is critical in managing comprehensive data and compliance functions, including:

- Acting as the Academy's data protection lead and advising the school community on compliance issues.
- Managing manual and computerised record/information systems, including maintaining the Single Central Record and ensuring security and confidentiality in line with data protection law.
- Maintaining systems and procedures for entering and updating student and staff information in Arbor.
- Monitoring and reporting on attendance, including initiating appropriate legal action with the Education Welfare Service (EWS), which may involve preparing statements, presenting evidence, or requesting the issuing of penalty notices.
- Supporting the Principal with the school census and other statistical government returns.



**LIVINGSTONE ACADEMY
BOURNEMOUTH**
AN ASPIRATIONS ACADEMY

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Furthermore, the Office Manager provides high-level support to the leadership team by managing the Principal's calendar, coordinating long-term planning, alerting the Principal to upcoming issues/events, drafting correspondence, and attending, facilitating, and minuting meetings involving the Principal and SLT. The Office Manager also manages office expenditure within an agreed budget, undertakes payroll duties, and oversees purchase order requisitions in liaison with the Trust Finance Team.

The successful candidate will actively promote the delivery of high quality outcomes and is required to use their own initiative, careful judgement, tact, and diplomacy, maintaining confidentiality at all times. They must be committed to the safeguarding and promotion of the welfare of children and young people.

Livingstone Academy and Aspirations are committed to children's safety and safeguarding; DBS disclosure requirements will apply to this post. Aspirations Academies Trust and Livingstone Academy are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share and demonstrate this commitment.

The successful candidate will be required to demonstrate that they meet the essential elements of the person specification and will be subject to pre-employment checks including a health check, an Enhanced DBS check, and satisfactory references. If you fit the qualifications above and are looking for a forward-thinking, innovative institution that embodies visionary leadership and embraces diversity, then LAB is the place for you!

Please do not hesitate to contact us. We would love to meet you and show you around our amazing Academy site. Please contact our office by email office@livingstone-aspirations.org, if you have any questions about this role.

I look forward to hearing from you and reading your application

Kind regards,

Mrs Jennifer Warr
Acting Principal



Office Manager

The Office Manager will be a key member of the management team. The role involves leading a team to deliver excellence in front of house operations, providing a welcoming and informative reception and high quality administrative service for the academy.

The post carries responsibility for the development, management, operation and delivery of support services within the Academy, including finance and HR related duties, general administration, communications, and marketing.

The Office Manager shall provide a fully confidential, efficient and responsive administration and secretarial service to both the Principal and the Senior Leadership Team. They are responsible for overseeing the daily administration of the academy office, including line managing staff, and assisting with all the planning and development of support services. The role requires maintaining confidentiality at all times. The Office Manager will actively promote the delivery of high quality outcomes and is required to use their own initiative, careful judgement, tact, and diplomacy.

Main responsibilities

Strategic Duties and Management

- To supervise the day-to-day work of the administrative function of the Academy office.
- To contribute towards the planning, development and organisation of the support service systems, procedures and policies.
- To manage, supervise, train and develop administrative staff as appropriate.
- Line manage and organise all administrative staff, ensuring the smooth and effective running of the school office and all administrative and communicative systems.
- Manage administrative staff performance and appraisal, and hold office staff to account where failure to meet expected standards occurs.
- To uphold the vision, mantras, and high standards of the academy.
- To demonstrate strong leadership in approaching the role in a proactive way and to work with unfailing commitment towards continuous improvement.
- To develop an office team that delivers and meets the needs of the Academy.

Administration, Principal Support, and Communications

- Act as the main contact between the Principal and all other stakeholders, both internal and external to the academy.
- Act as a 'gatekeeper' to prioritise, screen and redirect communications.
- In all matters, act as the first point of contact for the Principal, demonstrating care, diplomacy, professionalism, and courtesy.



- To liaise with the Principal daily regarding the events of the day and follow up agreed actions.
- To manage the Principal's calendar, arranging meetings, appointments, organising venue, arranging hospitality, taking minutes, and undertaking follow-up action as necessary.
- To coordinate long term calendar planning, establishing clear time plans and considering whole academy events.
- To receive, open and organise correspondence addressed to the Principal, taking appropriate action (e.g., redirecting or responding in a secure manner).
- To attend, facilitate and minute meetings involving the Principal and the Senior Leadership Team, undertaking follow-up action points as necessary and circulating agenda and minutes.
- To draft correspondence and other documentation on behalf of the Principal.
- To prepare documentation required by the Principal, working to short deadlines and ensuring that all documents are fully and accurately completed.
- To carry out background research, present findings, and identify solutions to problems of varying complexity.
- To play a key role in project planning and management, having an active input into the production of confidential reports, documentation, and presentations.
- To manage a central register of academy complaints (external and internal) and ensuring the correct people respond accordingly; also act as first port of call for a general complaint, escalating as required.
- Assist the Acting Principal in planning, organising, and delivering successful events including open mornings, parents' evenings, taster days, etc..
- To ensure that all members of the office present a positive image to the school to all staff, parents/carers, and visitors both internally and externally.
- To quality assure all internal and external publications including the academy website, staff bulletin and information sent to parents/carers and other stakeholders (e.g., proofreading).

Data and Information Systems

- To manage manual and computerised record/information systems.
- To analyse and evaluate data/information and produce reports/information/data as required.
- To oversee and organise the management of admissions procedures in liaison with the local authority, maintain waiting lists, and allocate spaces accordingly.
- To keep records in accordance with the school's record retention schedule and data protection law, ensuring information security and confidentiality at all times (Single Central Record).
- To monitor daily student attendance and promptly identify any pupils whose attendance is falling below expected levels. This includes checking incoming communication (phone calls, emails, messages) from parents/carers regarding absence; updating the Management Information System (MIS) with accurate attendance marks; and preparing regular attendance summaries or monthly reports for the Attendance Officer and senior staff.
- To manage student arrivals throughout the school day, including signing in late students and recording reasons for lateness or early departure. Provide a welcoming front-of-house service for students and



families, ensure correct coding in the MIS, and communicate relevant information to pastoral and safeguarding teams.

- To support the Attendance Officer with follow-up actions for persistent absences or concerning attendance trends. This may involve contacting families, sending standard attendance letters, arranging meetings, and maintaining accurate records of all communication.
- To assist the Attendance Officer in initiating statutory processes with the Education Welfare Service (EWS) where required. Responsibilities include preparing documentation, compiling attendance evidence, drafting statements, and supporting the Attendance Officer in presenting information for legal proceedings or when requesting penalty notice fines or other formal sanctions.
- Maintain systems and procedures for entering and updating student and staff information in Arbor, and supporting all staff that access and interrogate data.
- Support the Principal with the school census and other statistical government returns.
- Support the interfacing of Arbor with other data management systems.

HR Duties

- To support the Principal with the administration of recruitment, including advertising, collating documentation, medical clearance and DBS checks as required.
- To support the principal in dealing with HR casework within the Academy, e.g., matters relating to the disciplinary, capability, absence management and other HR policies, taking advice from the Trust's central team of HR professionals.
- To periodically review the Academy's HR processes in conjunction with the Trust's central team of HR professionals and take a key role in developing internal processes/systems as appropriate.
- To report as required on matters relating to staffing, e.g., concerning performance management outcomes, staff absence, etc..

Finance and Resources

- To undertake payroll duties including reconciliation of payroll on the Trust's financial management system.
- To oversee and to ensure all purchase order requisitions are sent to the central finance team in a timely manner and delivery notes are recorded accordingly.
- To manage office expenditure within an agreed budget.
- To work with the Trust Finance Team to ensure the ordering, monitoring and management of stock, ensuring best value following the Trust's purchasing processes.

Compliance and Safeguarding

- Be the Academy's data protection lead, taking responsibility for monitoring data protection compliance and advising the school community.
- To ensure all Academy policies and procedures are regularly reviewed and compliant with statutory guidelines.
- To ensure that staff and external providers have completed all associated risk assessments.



- Be committed to the safeguarding and promotion of the welfare of children and young people.
- To ensure all Admin staff comply with the Academy's policies and procedures relating to Safeguarding, child protection, health and safety, security, confidentiality and data protection.
- In liaison with the Regional Facilities Manager, ensure all appropriate school licences and insurances are in place.
- To administer first aid, after having completed the relevant first aid training and, in the event of an accident, to contact parents/carers, hospital and such like.

Continued Professional Development:

- Attend staff meetings, INSET and other training events as directed by Livingstone Academy or Aspirations.
- Participate, as directed, in in-service training in order to keep abreast of trends and developments in education, especially those relevant to the duties and responsibilities of the post.
- All staff are expected to participate in the academy appraisal system (Growth Conversation) and will be offered high quality CPD to support their role.

Safeguarding /Health and Safety:

- Know and understand the health and safety requirements, including where to obtain expert advice, and ensure there is a safe working environment in which risks are properly assessed and risk assessments are completed.
- Undertake safeguarding training as directed as part of the role.



Person specification

Assessed by application (A)

Assessed by the recruitment process (R)

Criteria	Essential	Desirable
Qualifications and Education		
A good standard of education, e.g., 4 GCSEs at A*-C including English and Maths, or equivalent.	A	
Experience		
Experience in the management of a successful operational function.	AR	
Experience of prioritising workloads, time management and dealing with conflicting priorities for themselves, and others on occasion	AR	
Experience of successful organisation and administration	AR	
Experience of working in a school, academy or other educational based background.		AR
Skills and Abilities		
Excellent customer service and communication skills.	R	
Ability to communicate effectively with different audiences, orally and in writing		
Competent in use of IT, in particular telephony and emails	R	
High level of accuracy in written work and data entry	AR	
The ability to produce clear and concise reports	AR	
Flexible, proactive, positive approach to work	R	
Ability to demonstrate a high level of trust and integrity and deal sensitively and appropriately with confidential, personal information	R	
Outstanding organisational skills	AR	
Work well under pressure	R	
Disposition/Attitude		
A passion for education and making a difference	AR	
Ability to work effectively as a member of a team	AR	



Excellent attendance and punctuality record	AR	
Energy, enthusiasm, commitment, integrity, good sense of humour	R	
Prepared to listen to others and share ideas	R	
Developing successful relationships with students, staff, parents and stakeholders	AR	
A knowledge of safeguarding, schools and education		AR
A passion for education and making a difference	AR	
Commitment to Equal Opportunities; the ability to support and develop the Academy's Equal Opportunities policies	R	
Knowledge		
Knowledge of child safeguarding procedures		R
Knowledge of schools and education		R
An Aspirations Academy		
Display a commitment and support for the aims of the Aspirations Academies Trust in all its Academies	R	
Exhibit a belief in the vision and values of the Academy and the wider Aspirations Academies Trust	R	