



Job Description

Job Title:	School Office Manager
Employer:	Dollar Academy
Job Summary:	<p>Reporting to the Deputy Rector, the School Office Manager is the leader and champion of the School Office team. The postholder's primary responsibility is to foster a positive, collaborative and high-performing team culture, one where staff feel valued, supported and empowered to deliver exceptional service to pupils, parents and colleagues. Through coaching, mentoring and role-modelling, the Manager will nurture team happiness, professional growth and a sense of shared purpose. Alongside these leadership responsibilities, the Manager ensures the smooth and efficient running of all Reception and Administrative Systems and is willing to undertake key administrative tasks as part of the team.</p>
Key Responsibilities and Duties:	<p style="text-align: center;">Leadership and Team Culture</p> <ul style="list-style-type: none"> • Lead, inspire and support the School Office team, including, during holiday periods, the Prep and Junior Admin Assistant. • Foster a culture of positivity, trust and mutual respect, where team members feel happy, motivated and able to thrive. • Champion staff wellbeing and happiness, recognising and celebrating achievements and encouraging open communication. • Provide regular coaching and mentoring, supporting professional development and encouraging a growth mindset. • Set clear expectations, provide constructive feedback and facilitate opportunities for learning and progression. • Co-lead (with the Deputy Rector) personal development reviews and the recruitment process for new team members. • Take responsibility for induction, training and probation processes for new staff, ensuring a welcoming and supportive onboarding experience. • Lead by example, modelling positive behaviour, professionalism and a commitment to excellence in all aspects of the School Office's work. <p style="text-align: center;">Team Management and Operations</p> <ul style="list-style-type: none"> • Co-ordinate staffing levels to cover absences and peaks in workload, ensuring the team remains resilient and adaptable. • Delegate tasks and define areas of responsibility to maximise team strengths and deliver the best possible service. • Oversee the co-ordination of annual school office responsibilities as detailed in the School Office Guide. • Ensure the School Office delivers high-quality administrative support for all key functions, including: <ul style="list-style-type: none"> ○ CCF, DoFE, FIDA, Golf, Nursing Centre, Prep & Junior and Pipe Band



	<ul style="list-style-type: none"> ○ Briefing Minutes, Communication (MySchoolPortal, Absence Reporting) ○ EMA (Education Maintenance Allowance), Filing, Honours Boards, Lost Property ○ Mailroom, Staffroom, Noticeboards, Mobile Phones ○ New Pupil/Leaver Administration, Registration, Reception and Visitors ○ Paxton (Door Entry System), Petty Cash, Post, Pupil Files ○ Reprographics, Room Bookings, School Tours, SOCS co-curricular ○ Stationery, Off-site visit administration <p style="text-align: center;">Day-to-Day Office Support</p> <ul style="list-style-type: none"> ● Be available to respond to daily occurrences within the office, including: <ul style="list-style-type: none"> ○ Answering telephones ○ Staff requests ○ Pupils' needs ○ Parent requests ● Participate in training and development as required. ● Promote and safeguard the welfare of children and young people at Dollar Academy. ● Undertake any duties commensurate with grade.
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Qualifications	<ul style="list-style-type: none"> ● National 5 in Maths and English (A-C) or equivalent.
Knowledge and Experience	<ul style="list-style-type: none"> ● Experience of working in a busy office environment. ● Proven ability to lead, inspire and develop a team, with a collaborative and supportive leadership style. ● Understanding that the Office Manager should lead by example, undertaking tasks alongside the team. ● Previous experience within the education sector is advantageous but not essential. ● Confident in the use of IT (including Word, Excel, Outlook) and able to perform more complex IT tasks. ● Familiarity with databases and a flexible approach to new IT products.



Skills and Attributes

- Passion for building a positive, happy and high-performing team culture.
- Excellent coaching, mentoring and communication skills.
- Attention to detail and a high level of accuracy.
- Ability to handle sensitive and confidential information appropriately.
- Strong organisational and time management skills, able to manage complex and conflicting priorities.
- Able to work on own initiative and with little guidance.
- Excellent telephone manners and friendly disposition.
- Ability to relate to a wide variety of people in the course of the day.
- Enjoyment of working in a flexible manner with children and staff.
- Adaptable and proactive in a fast-paced and changing environment.