



DAME ALLAN'S SCHOOLS  
building the future

CANDIDATE INFORMATION

# Office Manager (Senior School)

Permanent, term time only.

Independent Day School for over 1,250 students

Junior School (3-11)

Senior School (11-16)

Sixth Form (16-18)

# Job Overview

This is a rare opportunity to lead the day-to-day operations of a busy school office within one of the North East's leading independent schools.

We are looking for an experienced administrator, operations coordinator or office manager who enjoys solving problems, coordinating people and resources and ensuring services run smoothly. You may currently work in education, healthcare, hospitality, professional services or another fast-paced, customer-focused environment.

At its core, this role is about taking ownership, building strong relationships and creating an efficient, responsive and professional office service that supports the wider life of the school. No two days are the same, making it an excellent opportunity for someone who thrives in a varied and highly visible role where they can make a genuine impact.

# Job Description

As the first point of contact for many pupils, parents, staff and visitors, the Office Manager plays a central role in delivering a high-quality service and creating a welcoming, well-organised environment.

The role oversees all aspects of school office operations, including front-of-house services, communications, attendance administration, event support and the coordination of a wide range of operational activities. Working closely with colleagues across the school, the Office Manager ensures that day-to-day requirements are anticipated, organised and delivered effectively.

## Key Duties and Responsibilities:

*This is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.*

- Oversee front-of-house operations, ensuring a professional and welcoming service for all visitors, calls and enquiries.
- Lead communication management at site level, including management of shared inboxes, coordination of parent and staff communications and ensuring enquiries and correspondence are handled accurately, professionally and in a timely manner.
- Manage attendance and registration processes, ensuring accuracy, appropriate follow-up and correct escalation where required.
- Manage the coordination of day-to-day office operations, including room bookings, transport arrangements, coordination of the school calendar and managing staffing cover.
- Ensure effective support for school events, including planning, coordination and on-the-day delivery.
- Oversee reprographics and resource management, including responsibility for associated budgets, ensuring staff have timely access to materials and supplies and that resources (e.g. booklets, exam papers, lesson materials) are produced as required.
- Respond to pupil needs, including first aid, illness and welfare concerns, liaising with the School Nurse and ensuring issues are appropriately managed and escalated in line with safeguarding procedures.

- Act as the central point of coordination for staff, pupils and parents, ensuring enquiries and requests are managed, resolved or directed appropriately, with clarity and consistency of support.
- Work closely with the Administration and Systems Officer to ensure systems and processes are fit for purpose and implemented correctly and consistently.
- Line management of an Office Assistant, including allocation of responsibilities, ensuring clear ownership and accountability and high standards of work.
- Identify and address operational issues, ensuring continuous improvement in service delivery.

#### **General:**

- Maintain strict confidentiality of all information belonging to the Schools. It is important, and a condition of employment, that all information of any kind is treated as confidential and not disclosed or used other than as authorised and in the proper performance of the Schools business
- Take responsibility for their own professional development, continually keep updated and contribute to the Schools as a learning organisation
- To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation
- Comply with the policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person and undertake safeguarding training
- Be aware of and support differences and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the Schools
- Develop constructive relationships and communicate with other agencies/professionals.
- Recognise your own strengths and areas of expertise and use these to advise and support others
- To undertake any other duties and responsibilities, which do not change the character and purpose of the role as directed by the Principal / Bursar.

## **Person Specification**

The successful candidate may possess the following experience, qualifications and qualities:

#### **Essential:**

- Experience of working in a busy administrative, operational or customer-facing environment.
- Experience of coordinating multiple processes, activities or services simultaneously.
- Experience of delivering or overseeing a high standard of customer service.
- Experience of supervising or managing staff, including allocating work and supporting performance.
- Proactive and solution-focused, with the ability to take ownership of issues, see tasks through to completion and drive continuous improvement.
- Strong organisational skills, with the ability to prioritise effectively and manage competing demands.
- Strong communication and interpersonal skills, with the ability to build effective working relationships with a wide range of stakeholders.

- Ability to identify issues, make sound decisions and take appropriate action in a timely manner.
- High level of digital confidence, with the ability to learn and use a wide range of systems effectively.
- Ability to handle sensitive information with discretion, professionalism and sound judgement.
- Professional, calm and approachable manner.
- Proactive, resilient and adaptable, with a commitment to delivering a high-quality service.

**Desirable:**

- Experience of working in an educational setting.
- Experience of managing operational services within a complex organisation.
- Experience of using school management information systems.

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## Ready to Apply?

Additional information about working at Dame Allan's Schools can be found on our [Vacancies page](#).

1. Please read our [Application and Recruitment Process](#) and [Recruitment Privacy Notice](#).
2. Download and complete the application form found on our website.
3. Complete the [Equal Opportunities form](#).
4. Send your completed application form and any additional documents to [HR@dameallans.co.uk](mailto:HR@dameallans.co.uk).

**Closing date:** 9am on Monday 22nd June 2026.

Interviews will take place 26th June 2026.

## Terms and Conditions

**Hours:** 37, term-time only, 16 additional days (including training days)

**Salary:** Competitive

**Benefits:**

- The Schools operate a fee reduction package for children of staff members, subject to their meeting the Schools' admissions criteria.
- All staff may join the School's pension schemes.
- All staff receive free school lunches.
- Access to the Employee Assistance Programme.
- All staff are eligible for free eye tests.
- Access to Cycle to Work scheme.
- School trip travel opportunities.
- A formal contract, detailing terms and conditions, will be extended following completion of all safeguarding/ pre-employment checks.

# Questions

For an informal chat about the role, please contact Rachel Baxter, Principal's PA:  
[rv.baxter@dameallans.co.uk](mailto:rv.baxter@dameallans.co.uk).

For any other queries, please contact [HR@dameallans.co.uk](mailto:HR@dameallans.co.uk).

**Thank you for your interest in applying to work at Dame Allan's Schools.**

The Schools are committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.

Excellence. Stability. Happiness. Est 1705.



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RATED EXCELLENT BY THE INDEPENDENT  
SCHOOLS INSPECTORATE

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