

School Office Supervisor

Reports to: Operations Manager

Department: Business Services

Contract Type: Full-time, Permanent

Role Overview

We are seeking a proactive and highly organised School Office Supervisor to lead the administrative functions of our dynamic and thriving independent girls' school in West London. The successful candidate will play a vital role in ensuring the smooth operation of the school office, overseeing the reception function, managing a small team, and supporting the wider school community. This is an excellent opportunity for a skilled administrator with a strong commitment to service excellence in education.

Key Responsibilities

School Office and Reprographic Management

- Act as the central point for all administrative and reprographic support within the school.
- Liaise with the Senior Leadership Team, Academic and Business Services staff to coordinate and prioritise administrative tasks.
- Manage, triage, and schedule reprographic requests, ensuring high-quality and timely output.
- Maintain stock control and manage ordering of stationery and reprographic supplies.
- Prepare and distribute signage, displays, presentations, and event materials as needed.
- Produce internal displays and posters using basic knowledge of Publisher and Photoshop.

Reception and Visitor Management

- Oversee the reception area to ensure a professional and welcoming first point of contact for all visitors.
- Ensure compliance with all sign-in, security, and safeguarding procedures.
- Manage mail processing and delivery, attendance sign-ins, and other front-desk functions.
- Respond efficiently and appropriately to queries from parents and staff.

Administration and Event Support

- Ensure the daily registration process is completed and that pupil attendance is accurately recorded and monitored.
- Support and encourage high levels of pupil attendance in partnership with staff and parents.
- Assist the Operations Manager with the planning, execution and administrative support of school events. Attend events as required.
- Produce and submit reports for compliance and regulatory purposes.
- Maintain and update the school's management information system (Schoolbase) and provide support and training to staff as needed.

Emergency Procedures

- Lead administrative coordination during fire drills and emergencies.
- Ensure accurate roll calls and confirmation of pupil and staff presence at assembly points.

Team Leadership

- Line-manage the School Office Assistant and two Receptionists.
- Coordinate cover arrangements for staff absences, including during holidays, illness, and lunchtime breaks.

Person Specification

Education & Qualifications

- Educated to A-Level or equivalent.
- Vocational qualifications in administration, graphic design, secretarial or management fields are desirable.

Experience

- Proven administrative, secretarial, and office management experience in a complex organisation.
- Demonstrated line management experience.

Skills & Attributes

- Excellent organisational, administrative, and time management skills.
- High attention to detail and ability to work independently and manage competing priorities.
- Strong verbal and written communication skills, with a diplomatic and professional manner.

- High level of IT proficiency, particularly in MS Office 365, and a willingness to develop further digital skills.
- Confident in handling confidential information with discretion.

Personal Qualities

- Adaptable, energetic, and proactive with a hands-on approach.
- Calm under pressure and responsive to a fast-paced school environment.
- Enthusiastic and empathetic towards the values of an independent school community.