

QUEEN ELIZABETH'S GRAMMAR SCHOOL
FAVERSHAM



Information pack for candidates:

School Office Manager

Required: January 2027





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CONTENTS

- Introduction to Queen Elizabeth's Grammar School
- Letter from the Headteacher
- Job Description and Person Specification
- Future Aspirations
- Leadership Line

Information pack for candidates:

School Office Manager

Queen Elizabeth's Grammar School is an 11-18 co-educational, selective school of just over 1200 students, with over 300 in the Sixth Form. The school has expanded to six forms of entry in Years 7 to 10, with a published admission number of 180 students. Year 11 has 5 forms of entry. On average, 75% of the Year 11 cohort choose to stay on into the Sixth Form to enjoy a varied and successful programme. The majority of the school's intake travels from Faversham and the surrounding villages, with a number travelling from Whitstable. The school converted to Academy status in 2011.

Queen Elizabeth's was established in 1576 by a royal charter approved by Queen Elizabeth I. The original school from that era still stands next to our contemporary buildings. The present incarnation of the school was built in 1967, following the merger of the former boys' and girls' grammar schools in the town. We celebrated 50 years on the current site as a co-educational school in 2017.

The school's accommodation comprises of, in addition to normal classrooms: an assembly hall, gymnasium, state of the art sports hall, ICT rooms, Library, nine laboratories - five of which have recently been refurbished, an art and technology centre, a sixth form and humanities centre, drama studio and music centre, extended and refurbished restaurant, as well as a theatre and a 14 room teaching block.

The school is set in pleasant grounds close to the centre of Faversham, on the site of the historic Faversham Abbey. Playing fields adjoin the school on the northern and eastern sides. Faversham is a market town of approximately 23,000 inhabitants serving a largely agricultural area and situated close to the Thames estuary, nine miles north west of Canterbury. It contains much of historic interest and still preserves a substantial number of mediaeval, Tudor and eighteenth century buildings.

The school has developed close links with partner schools in Europe. We have annual European exchanges, with links to schools in Cologne (Germany), Hazebrouck (France) and Madrid (Spain). Beyond the exchanges, trips are offered for each year group and over the course of the past few academic years, students have departed for the Sahara, India and the USA alongside a long list of countries in Europe.

A wide range of extracurricular and enrichment activities are on offer at the school, including; Music, Drama, Debating, including Model United Nations, STEM, FI in Schools - team 'Evolve' were crowned World Champions in Abu Dhabi in November 2019 and team 'Eclipse' finished sixth out of sixty-eight teams in the 2023 World Championships which took place in Singapore. We also offer the Duke of Edinburgh's Award, Robotics Club, Chess Club, Book Club and

Gardening Club, alongside subject enhancement activities.

Sport is a large feature of the school and a whole host of accolades and awards are held, including district and county trophies in a number of sports. These include football, netball, athletics, rugby, rounders, trampolining and cross country. We also have individuals in the school who compete nationally in a range of competitive sports.

Queen Elizabeth's aims to develop not just the academic abilities of students but also their skills, talents, personal qualities and values, the very qualities that play such an important part in defining their future actions and success. The school functions as a community school, with extensive links to groups, societies and organisations in the locality, nationally and internationally. Relationships with parents are strong and the school is well supported by a hardworking team of Governors, a Parents' Association and the Trustees of the School Foundation.

Queen Elizabeth's is proud to retain many of the characteristics of a traditional grammar school, however it is a forward looking school, keen to enhance the best new technologies and contemporary, effective approaches to teaching and learning whilst ensuring that the best elements of accepted good practice are retained. Staff are extremely hard working, dedicated and loyal both to the school and the wellbeing of their students. The atmosphere in the staff common room is highly professional and supportive, with an exceptionally positive team spirit.

Queen Elizabeth's Grammar School was last visited by Ofsted in March 2023, when it was judged Good overall with Outstanding Personal Development and Behaviour and Attitudes.

The school is seeking an enthusiastic new colleague who will be able to make a positive contribution to the school community. The ability to take part in the life of the school and to assist with extra-curricular activities is very welcome. The vacancy offers an exceptional opportunity for anyone who wishes to be part of a vibrant, dynamic and successful school.

In the interests of economy, applications will not be acknowledged and if you have not heard from the school within 48 hours of the deadline for applications, you should assume that you have not been successful.

Thank you for the interest shown.

Queen Elizabeth's Grammar School Faversham

Dear Applicant,

Thank you for your interest in the post of **School Office Manager**, I hope you will take the time to read through the enclosed information and find it useful for planning your application, which we look forward to receiving **by midday on Tuesday 27th October**. Interviews will be held on **Thursday 5th November**.

This post offers a unique opportunity for the right candidate to support the structures behind the high academic standards and ethos which have been developed over a number of years at Queen Elizabeth's Grammar School.

If appointed, you will be joining a highly committed staff who work extremely hard and want the very best for every student and do much to cooperate with and support the wider community.

This is an exciting opportunity to join a high-achieving and ambitious school, where our aim is to ensure that every child achieves the best possible outcomes. The post will require passion, energy and enthusiasm.

Please complete the school application form, which can be found on the school website. We would also like you to write a supporting statement to accompany your application, addressing the job description, outlining how your experience has prepared you for this post.

Please do not hesitate to contact me if you would like to discuss the role further.

Yours sincerely,

Amelia McIlroy MA
Headteacher

Queen Elizabeth's Grammar School Faversham

School Office Manager

Hours: 37 hours, Term time only plus two weeks

07:45 - 3:45 Mon, Tue, Wed & Fri

07:45 - 3:15 Thurs

Salary: £29,482-£32,840 / **Pro rata £26,009 - £28,971**

Reporting to: School Operations Manager

Overview

- To lead the efficient day-to-day administration of the school, ensuring the office operates effectively while providing outstanding support to staff, students, parents and visitors. The Office Manager will oversee administrative systems, manage office staff, and ensure school processes run smoothly to support high-quality education and excellent customer service.

Role Purpose

- The Office Manager is responsible for the effective leadership and management of many of the school's administrative functions. The role ensures that office systems, communication, records and operational processes are organised, compliant and responsive to the needs of the school community
- Working closely with the Senior Leadership Team, the post holder will oversee the school office, line manage school office staff, coordinate admissions and student records, support HR and finance administration, and ensure the school provides an efficient and welcoming front-of-house service
- The role contributes positively to the ethos, aims and wider work of the school.

Office Manager – Key Responsibilities

- Office & Administrative Management
- Lead the day-to-day running of the school office, ensuring efficient administrative support is in place
- Line manage and support administrative staff, including Attendance Officer, Receptionist and Admin Assistant, allocating workloads and promoting high standards of customer service and being aware of the demands of their roles:
 - Support the Attendance Officer if and when required with attendance administration
 - Monitor office supplies and ensure adequate stock levels
 - Prepare letters, reports, newsletters and school communications
- Develop, review and maintain effective office procedures and administrative systems
- Manage the school's reception, ensuring a professional and welcoming service for students, parents, staff and visitors
- Coordinate incoming enquiries, correspondence and communications

- Liaise with wider staff regarding school diaries and meeting arrangements, including room booking
- Ensure confidential records are maintained accurately and securely
- Student Administration - using the school's Management Information System (MIS), oversee the accurate keeping of student records via communication with the HR and Data Manager and the Admissions Officer
- Arrange and input daily staff cover and room changes
- Ensure compliance with GDPR and data protection legislation
- Support compliance with safeguarding and single central record requirements
- Communication & Customer Service
- Act as the first point of contact for parents, visitors and external agencies
- Maintain effective communication between staff, parents and the wider school community
- Promote a positive and professional image of the school at all times
- Ensure compliance with school policies, safeguarding procedures and statutory requirement
- Support health and safety administration, including record keeping and compliance monitoring
- Maintain administrative records required for inspections and audits
- Coordinate contractors, visitor management and site access procedures
- Maintain accurate electronic and paper-based filing systems
- Ensure all records are maintained in accordance with school policies
- Removal and logging of student files
- First Aid - day to day and maintaining supplies (including oversight of AAI, Asthma inhalers, Defibrillators)

Additional Responsibilities

- Attend staff meetings, INSET days and relevant training
- Support school events, open evenings and whole-school activities where appropriate
- Contribute to continuous improvement of administrative systems and procedures
- Provide administrative support for governors and senior leadership when required
- Undertake additional duties appropriate to the role as directed by the Headteacher
- The duties outlined above reflect the current requirements of the role and may be reviewed through the performance management process.

Safeguarding

- The school is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check, satisfactory references and all relevant pre-employment checks.

Person Specification

- Experience working as an Office Manager, School Administrator or in a senior administrative role
- Experience working within a school or educational environment (desirable)
- Experience managing administrative systems, staff and office procedures
- Experience supporting HR, finance and operational administration

Knowledge, Skills & Abilities

- Excellent organisational and administrative skills.
- Strong leadership and people management abilities.
- Excellent communication and interpersonal skills.
- Ability to prioritise workload and manage competing deadlines.
- High level of accuracy and attention to detail.
- Strong IT skills, including Microsoft Office and school MIS systems (such as Arbor, SIMS or Bromcom).
- Knowledge of GDPR, safeguarding and confidentiality requirements.
- Ability to build positive relationships with students, parents, staff and external stakeholders.
- Professional, proactive and customer-focused approach.

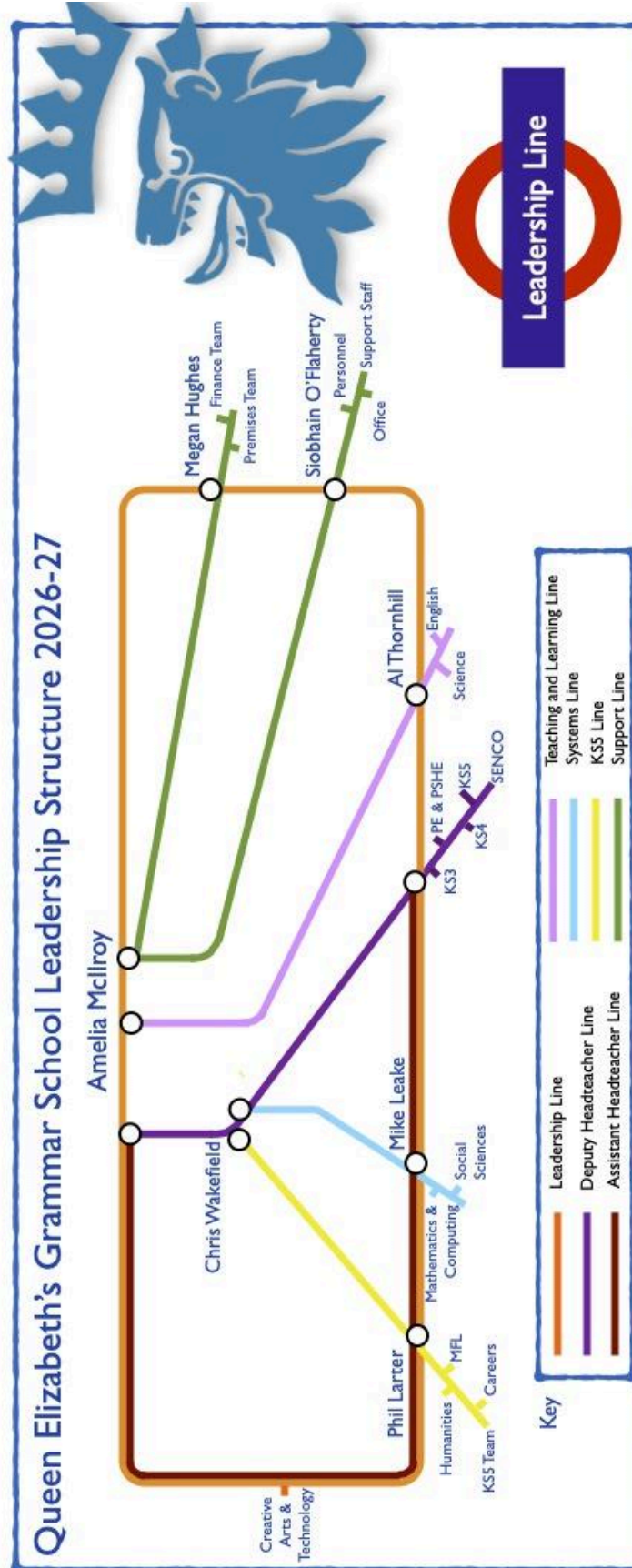
This post is subject to an enhanced DBS check.

Future aspirations for the school

Queen Elizabeth's Grammar School is a forward looking, successful and dynamic school with high aspirations for every member of the school community. Looking ahead, the priorities for the future of the school are:

- To continue to develop a culture of excellence through inspirational teaching, learning and assessment
- To further develop a culture of high aspiration, ensuring that every student has the best opportunities to achieve their personal career ambitions
- To develop a 'growth mindset' approach to teaching and learning, creating a culture of academic curiosity and personal resilience
- To further develop the collaborative 'can do' attitude of staff and students, to create a sustainable and productive culture of learning and success across the school
- That staff are well trained, managed and supported to achieve their best within a supportive and developmental learning culture, without excessive demands on workload
- To ensure the extra curricular offer remains varied and broad; providing a range of opportunities for every student to participate, develop and challenge themselves
- That leadership across the board works to effectively support, encourage and celebrate all staff and students to perform at their best and to aim high
- For the school to develop beyond its boundaries, by working closely with other schools and taking a leading role in creating additional high quality provision across the community
- For students to feel engaged and motivated to help teach, support, develop and encourage younger members of the school community by taking on leadership roles
- To maintain a safe, trusting and happy environment for all students and staff
- To develop a cost effective but appropriate and challenging curriculum that offers choice and challenge whilst also preparing students for life beyond school
- To create and implement the *Queen Elizabeth's Grammar School Sixth Form Award* to challenge and stimulate students at this important stage of their education
- To further develop the school alumni association, to encourage greater participation from former members of the community, including supporting school initiatives
- To continue to develop and improve the school's facilities by improving the quality of learning environments and enabling broader opportunities for all students
- To continue to develop the international outreach programme (*and British Council's International Schools Award*) by maintaining the current programme of international trips
- To continue to develop an international outlook; for students to see the world as their workplace and that no challenge is too big in terms of their future aspirations and realising their potential

Queen Elizabeth's Grammar School Leadership Structure 2026-27



Amelia McIlroy Headteacher, DSL Ethos and vision Governors and parents School improvement Teaching and Learning Heads of Faculty meetings Premises development Policies and admissions Staffing and resources Curriculum strategy Strategic planning School events Community and publicity Senior Team Targets and data Full Governing Body All Committees	Chris Wakefield Deputy Headteacher Learning & Pastoral, DSL Day to day Safeguarding Pastoral Leadership Assemblies and duties Pastoral meetings Extended services Attendance School behaviour/discipline House system School Council Vulnerable students Online safety Mental Health Full Governing Body Community Committee	Phil Larter Assistant HT - KSS Team, DSL Line management KSS ALP's teaching & learning Prevent Pupil progress KSS Student mentoring Careers Education International Schools Parent Teacher Association KMGSA Sixth Form group VESPA ArtsMark	Mike Leake Assistant HT - Systems Curriculum development Attendance data Assessment Reporting Timetabling/options Data analysis BlueSky & Appraisal MIS management Trips Cover Examinations Curriculum	Al Thornhill Assistant HT Teaching & Learning Faculty reviews Professional development Equality, Diversity, Inclusion Early Careers Teachers Staff induction SDS/trainees Teacher performance Google suite Pupil Premium Curriculum	Siobhain O'Flaherty Operations Manager Headteacher support Personnel & recruitment Calendar Support staff appraisal Policies/GDPR Website Megan Hughes Head of Finance and Premises Finance/Budgets Payroll/Auditors Compliance/strategy Premises Health & Safety Full Governing Body Finance, Resources and Personnel
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