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| Job Title: PA to the Headteacher and Deputy Headteacher | Scale: 28 to 33 dependent on experience and qualifications |
| Department: Operations Staff | Reports to: Headteacher |

# Position Overview

To provide high level secretarial, organisational and administrative support to the Headteacher and Deputy Headteacher in support of their role. To support and oversee the day-to-day running of communication services within the school. Line manage teams including communication. Oversee performance management process for support staff and support HR with recruitment.

Essential Job Functions

Support to the Headteacher

* To manage the Headteacher and Deputy Headteacher’s diary using Outlook and to handle all confidential information with discretion.
* To use software packages/systems including Microsoft and Google to produce documents, maintain presentations, records, spreadsheets and databases.
* To devise and maintain efficient office systems and filing records. Maintain and manage email groups on behalf of the school.
* To alert the Headteacher to forthcoming meetings/events, priorities and emerging issues, including preparing any necessary documents.
* To draft, prepare and distribute final documents and correspondence including governor meetings
* To ensure that all communication is responded to within timescales, writing producing holding communication when appropriate
* Preparation for meetings including agendas, booking rooms and refreshments
* To act as a first point of contact within the school for staff, governors, visitors, parents and others seeking contact with the Headteacher and Deputy Headteacher
* To liaise with staff across the school and external contacts as required
* To refer urgent issues to the Headteacher, arrange meetings and reply to requests for information
* To meet and greet visitors and provide refreshments when necessary
* Support with school policies by liaising with external providers when required
* Ensure school policies are current, formatted and available on the school’s website, intranet and networks. This will involve sending existing policies to staff to update for review
* Communication link with governing body, including arranging meetings and updating policies.
* Building on capacity to support human resources in managing communication and interview process.

Line Management

* Ensure an efficient and effective service with support staff
* To undertake performance management of staff and have line management meetings as required
* To cover team absences when required and support team members with workloads to meet deadlines
* To organise Inset Days with Senior Leadership link
* To ensure all admin holiday tasks are completed whilst the school is closed

Support for the Leadership Team

* To assist other members of the School Leadership Team as required
* To provide admin and planning support for events such parents evenings, open evenings
* To work closely with the Admin Team Leader to ensure the effectiveness of school events and good communication

Other duties

* Manage communication of text service
* Arranging social events for staff
* Any other responsibility in line with pay scale

Person Specification

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| criteria | qualities |
| **Qualifications and training** | * Excellent standard of English and numeracy. GCSE or equivalent level, including at least a grade 4 (grade C) in English and maths
* Relevant Personal Assistant or Secretarial qualification
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| **Experience** | * Carrying out administrative and secretarial tasks
* Dealing with face-to-face and telephone interactions
* Working with children or young people
* Working and collaborating within a team
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| **Skills and knowledge** | * Good oral and written communications skills
* Ability to respond quickly and effectively to issues that arise
* Ability to plan, organise and prioritise to meet deadlines
* Ability to produce meeting minutes and documents of a high quality
* Ability to use own initiative and act accordingly
* Excellent attention to detail
* Ability to use IT packages including word processing, spreadsheets and presentation software
* Ability to use relevant office equipment effectively
* Ability to build effective working relationships with colleagues
* Understanding of data protection and confidentiality
* Understanding of safeguarding
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| **Personal qualities** | * Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils
* Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school
* Commitment to a team approach; exchanging ideas and providing support to colleagues where needed
* Ability to work under pressure and prioritise effectively
* Commitment to maintaining confidentiality at all times
* Commitment to safeguarding and equality
* Embraces change well
* Deals with difficult situations effectively
* Patient, flexible and adaptable, meticulous and conscientious
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