



Job Description - Personal Assistant (PA) to the Senior Leadership Team (SLT)

Job details

Salary: SCP 17-22

Hours: 37 hours per week

Contract type: Full time, permanent, TTO+10

Reporting to: Senior Office Manager

Responsible for: N/A

Main purpose

Working under the direction of the Senior Office Manager, the main purpose of the role is to provide a confidential and personal service to the Headteacher and Senior Leadership Team, carrying out a range of secretarial and administrative tasks, leading on communications and maintaining an efficient running of calendars and events within the school. The postholder will support the Senior Office Manager with senior administration tasks, as required

Duties and responsibilities

Managing enquiries

- Act as the first point of contact for staff, parents, governors and other stakeholders looking to speak with the headteacher and/or SLT members
- Deal with telephone, electronic and face-to-face enquiries efficiently and in a professional and supportive manner
- Assist with managing the school's email inbox and social media communications, ensuring the school meets its expected response times, and enquiries for the headteacher and SLT are acted upon promptly and professionally
- Manage enquiries and requests efficiently, signposting where necessary
- Welcome visitors on behalf of the school
- Assist staff, parents, governors and other stakeholders with information and support they need
- Open and respond to mail, escalating to the Headteacher/SLT members where necessary
- Handle all confidential correspondence with discretion
- Assist and support the Senior Office Manager and Administration Team as required

Administration and diary management

- Coordinate diaries, making decisions around priorities and ensuring the Headteacher/SLT members are suitably briefed as necessary
- Organise travel and accommodation arrangements
- Support the Headteacher and SLT members to manage their workload, advising on priorities where appropriate
- Prepare the Headteacher/SLT members for meetings by assembling reports and relevant documents
- Respond to appropriate requests for information from governors and/or external agencies
- Maintain accurate records in efficient files and online systems
- Support with the coordination of school events, under the direction of the Headteacher/SLT/Senior Office Manager
- Keep records in accordance with the Trust retention schedules, ensuring information security and confidentiality at all times

Communication

- Develop written communication that's professional and upholds the school's vision and values
- Proof-read outgoing communication to ensure it's of the highest standard
- Support the Headteacher and SLT members in their use of ICT applications
- As the communication lead administrator, manage and maintain the school's website and social media streams, ensuring the school is promoted effectively and professionally via ICT platforms, adhering to data protection procedures
- Ensure frontline enquiries from all stakeholders, whether in person, by telephone, or in electronic communication are dealt with professionally, taking the appropriate action swiftly and appropriately using tact, diplomacy and confidentiality at all times
- Ensure messages are passed on and that suitable records are maintained, and dealt with in the strictest confidence and that information is not disclosed unnecessarily
- Produce high quality promotional matter including newsletters and communications to parents
- Ensure Trust and School matters are communicated appropriately with all necessary parties

Senior Administrative Duties

- Assist and support the Senior Office Manager with senior administrative duties as required including Recruitment, HR, Finance, Payroll and management of the Single Central Record, adhering to all relevant policies
- Organise and minute confidential meetings to support the Headteacher and Senior Leadership Team as required, maintaining professionalism and confidentiality at all times.
- Produce high quality, accurate and comprehensive minutes for a wide range of Leadership meetings, including confidential HR meetings

Safeguarding

- Safeguarding encompasses the duties of child protection and promoting the rights and welfare of children. As such it is everyone's responsibility to safeguard children in line with Keeping Children Safe in Education and provide a safe environment in which children can learn.

Other areas of responsibility

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm
- Provide administrative support for the Senior Office Manager and Admin Team when required
- Maintain a high degree of confidentiality with regard to issues concerning members of staff and pupils. Respond with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken
- Support the Cover Administrator with administration processes relating to staff absence and the organisation of the necessary cover, enabling the school to operate effectively during periods of staff absence, maintaining confidentiality at all times
- Support the Senior Office Manager with administration processes to track school policies and ensure they are updated in accordance with the policy review schedule and communicated effectively
- Be routinely involved in complex day to day issues, one-off projects
- Handle difficult/sensitive situations without supervision
- Prioritise and manage own workload and be able to work under limited supervision
- Be proactive and use initiative

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will undertake.

The postholder may be required to do other duties appropriate to the level of the role under the direction of the Senior Office Manager

Person specification

CRITERIA		E/D	IDENTIFIED
EDUCATION AND TRAINING	GCSE or equivalent level, including at least a grade 4 (grade C) in English and maths	E	A
EXPERIENCE	Carrying out administrative and secretarial tasks	E	A
	Dealing with face-to-face, electronic and telephone interactions	E	A
	Working in a school	D	A
	Working and collaborating within a team	D	A
	Social media and website management	D	A

SKILLS AND ABILITIES	Accurate keyboard skills and excellent working knowledge of ICT applications.	E	A/I/T
	Good oral and written communications skills	E	A/I/T
	Ability to respond quickly and effectively to issues that arise	E	A/I
	Ability to plan, organise and prioritise to meet deadlines	E	A/I
	Ability to produce meeting minutes and documents of a high quality	E	I/T
	Ability to use own initiative and take action accordingly	E	I
	Excellent attention to detail	E	I
	Ability to use IT packages including word processing, spreadsheets and presentation software	E	I
	Ability to use relevant office equipment effectively	E	I
	Ability to build effective working relationships with colleagues	E	I/T
	Understanding of data protection and confidentiality and the ability to maintain confidentiality	E	A/I
	Understanding of safeguarding	D	A/I
	Ability to maintain confidentiality.	E	A/I
	Ability to organise and prioritise work, use own initiative and work as part of a team.	E	A/I
	Customer orientated.	E	A/I
	Ability to build effective working relationships with staff and other stakeholders	E	A/I
OTHER REQUIREMENTS	Commitment to promoting the ethos and values of the school and Trust and achieving the best outcomes for all pupils	E	A/I
	Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the reputation of the school	E	A/I
	Commitment to a team approach; exchanging ideas and providing support to colleagues where needed	E	A/I
	Patient, flexible and adaptable, meticulous and conscientious	E	A/I
	Operate with the highest standards of personal/professional conduct and integrity.	E	A/I
	Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the School.	E	A/I
	Willing to undertake training and continuous professional development in connection with the post.	E	A/I
	Able to demonstrate sound understanding of equality and diversity in the workplace	E	A/I
	Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.	E	A/I
	A commitment to safeguarding and promoting welfare for all.	E	A/I
	Ability to work under pressure and prioritise effectively	E	A/I
	Commitment to maintaining confidentiality at all times	E	A/I
	Commitment to safeguarding	E	A/I
	Embraces change well	E	A/I
	Deals with difficult situations effectively	E	A/I
	Satisfactory Enhanced DBS disclosure.	E	A/I

This job description may be amended at any time in consultation with the postholder.

Last review date: