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## Job Description for Personal Assistant to the Headteacher

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**Responsible to:** Headteacher  
**Based at:** Wingfield Academy  
**Contract:** Term time plus 2 weeks (to include all INSETs)

### OVERALL PURPOSE OF THE POST

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To provide confidential support and administrative assistance to the Headteacher, carrying out a full range of secretarial and administrative duties and ensuring the efficient and effective running of the Headteacher's office and daily business.

It will require high-level communication skills, teamwork, collaboration, data analysis, report writing and undertaking research where needed. You will need to be able to work under pressure, planning and prioritizing work to a consistently high standard whilst maintaining an attention to detail.

In addition, to provide administrative support and assistance to the Vice Principal/SLT and senior colleagues, as and when required.

### MAIN DUTIES

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#### Operational Support to the Headteacher

- To provide a confidential complete secretarial/administrative service to the Headteacher including diary management, call handling, post, email, organisation of travel and hotel arrangements and liaison with external agencies and parents.
- To proactively manage the Headteacher's emails ensuring that incoming emails are prioritised and where appropriate allocated to other members of SLT to resolve/action and responding to relevant emails on behalf of the Headteacher where appropriate.
- Responsibility for monitoring the use of the Complaints Policy, by recording all complaints, disseminating to the appropriate person for resolution, recording of such and updating the Headteacher regularly.
- Responsibility for ensuring that complaints, particularly parental complaints are dealt with at the appropriate level, i.e. at the lowest possible level to allow for escalation.
- To receive visitors of the Headteacher and arrange hospitality.
- To receive visitors and implement arrangements (including hospitality) for recruitment purposes, to include interviews and initial visits/tours.
- To word-process confidential documents and produce briefing papers, reports and presentations.
- To ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines.
- To take minutes for meetings as directed by the Headteacher, preparing papers prior to meetings and recording any decisions and/or action points.
- To represent the Academy in a professional manner when communicating and liaising with people both outside and inside the Academy environment.
- To be responsible for the Academy credit card in relation to the Headteacher's requirements.
- Research relevant educational documentation via the internet and other sources producing appropriate guidance and documentation for internal use.
- Provide first line contact for external agencies such as the DfE, Local Authority, OFSTED and to be the point of liaison for other service providers, as required.
- Work with the Headteacher to prepare the daily and weekly agendas for SLT meetings and ensure all documentation, where possible, is prepared and distributed in advance.

- To minute all SLT meetings and provide administrative advice where required at the meetings.

#### **Administrative Support to the Deputy Headteacher/Core Leadership Team**

- To provide diary management for the Deputy Headteacher
- To arrange/provide a confidential complete secretarial/administrative service to the Deputy Headteacher and Core Leadership Team including call handling where appropriate, organisation of travel and hotel arrangements and liaison with external agencies and parents.
- To arrange/provide a confidential word-processing service, creating documents, producing briefing papers, reports and presentations.
- To ensure that all administrative requests are completed accurately and submitted within required deadlines.
- To arrange minute taking for meetings as requested by Deputy Headteacher and Core Leadership Team, preparing papers prior to meetings and recording any decisions and/or action points.

#### **Support to the Advisory Group**

- Liaise with the Trust Governance Manager on governance matters to ensure a consistent Trust approach. Taking advice from the Trust Governance Manager to enable proceedings to be conducted in accordance with the articles of association, scheme of delegation, statutory and legislative requirements and procedural best practice.
- Support and facilitate all Advisory Group meetings. This will include:
  - Sending meeting invitations
  - Distributing agendas
  - Requesting, collating and uploading papers
  - Arranging facilities
  - Attending meetings, taking minutes and recording actions
  - Recording attendance to ensure all meetings remain quorate
  - Giving advice on procedure as necessary or taking advice from the Trust Governance Manager where appropriate.
  - This will involve evening work three times per year.

#### **Suspensions**

- To be responsible for and ensure the preparation of paperwork in relation to suspensions, permanent exclusions and internal suspensions is prepared, completed, scanned and distributed in a timely manner and at all times within the legal framework.
- To keep accurate records regarding paperwork in relation to suspensions, permanent exclusions and internal suspensions.
- To be the first point of contact for parents/carers regarding contact issues.
- Be the key contact for the local authority through required documentation and any further liaison.
- To attend and clerk permanent exclusion panel meetings as required.
- To keep accurate records and support with the preparation of paperwork in relation to behaviour panels.
- To attend and clerk behaviour panel meetings.

#### **Academy Calendar and other duties**

- To prepare the academy calendar in liaison with members of the School Leadership Team
- To ensure the Academy Calendar is produced and maintained in a timely and effective manner and updated on Sharepoint throughout the year

#### **Administration and Whole School Support**

- As part of the administration team, provide administrative support for senior leaders and curriculum areas as required including letters to parents/carers, producing documents etc.
- Attend Attendance Strategy meetings and record actions/discussion points under the direction of the chair of the meeting.
- Use of various software packages including Microsoft Office, Bromcom and School Cloud etc.
- Contact parents/carers and other external agencies as required.

- Effectively deal with general calls to the Academy, triaging and re-directing as necessary.
- Attendance and support at after school events within contractual hours.
- Provide cover to allow the Academy's Reception to be open at key times during academic holidays within contracted hours.
- Provide cover and support for the receptionist during busy periods, lunchtimes and periods of absence.
- Provide cover and support for the reprographics function of the academy during busy periods and absence.

#### **General**

- To be an effective and flexible member of the administration team, contributing to the successful adherence to Safeguarding Policy.
- To uphold the Academy policies and procedures at all times.
- Be aware and comply with policies and procedures relating to Safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- To attend and clerk permanent exclusion panel meetings as and when required. Participate in training and other learning activities as required.
- Participate in the Academy's appraisal process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To promote the area of responsibility within the Academy and beyond.
- To represent the Academy at events as appropriate.
- To support and promote the Academy ethos.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the Academy/Trust, and only after consultation with you.

**All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the academy procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the Trust as relevant to their role.**

**The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.**

**All staff are expected to support the achievement of the Academy/Trust's mission and strategic objectives and to demonstrate its values through their behaviour.**

## Person Specification for Personal Assistant to the Headteacher

*There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience of using computerised administration systems.</li> <li>• Experience of working in an administrative role.</li> <li>• Experience of maintaining efficient electronic and manual filing systems.</li> <li>• Experience of minuting meetings to a high level.</li> <li>• Experience of using Microsoft Word and Excel to an intermediate level.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of academy governance.</li> <li>• An understanding of the legal requirements for record management.</li> </ul>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Excellent standard of English and written communication.</li> <li>• Willingness to undertake further training relevant to the post.</li> <li>• Good level of IT skills.</li> <li>• Excellent word processing skills.</li> </ul>	
<b>Special Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Customer service/care approach to work.</li> <li>• Attention to detail/accuracy.</li> <li>• Good problem-solving skills.</li> <li>• An understanding of how to handle sensitive information of a confidential nature.</li> <li>• The ability to behave in a corporate way, communicating and promoting the Trust's vision and values to staff, stakeholders and partners etc.</li> <li>• The ability to handle pressure, to prioritise tasks and to meet deadlines.</li> <li>• Excellent organisational and time management skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge or previous experience of education legislation, guidance and legal requirements.</li> </ul>
<b>Personal Skills and Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to communicate at all levels (both internally and externally).</li> <li>• Ability to work effectively as part of a team but also to work using your own initiative.</li> <li>• Openness to change and innovation.</li> <li>• Excellent personal and organisational skills.</li> <li>• Ability to deal with matters of a confidential nature.</li> </ul>	
<b>Additional Factors</b>	<ul style="list-style-type: none"> <li>• Ability to cope with unexpected situations.</li> <li>• Enthusiasm and commitment for the post.</li> <li>• A commitment to equality, safeguarding, and health and safety.</li> <li>• Flexible approach to work – ability to work early mornings/late evenings when required and to move across sites in the Trust when required.</li> </ul>	