Fulston Manor School

**post: PA to the Head of School & Executive Headteacher**

**Reports to: Head of School & Executive Headteacher**

**Responsible to: Head of School & Executive Headteacher**

**Hours: 37 Hours per week : Term Time Plus Four Weeks – Including Training Days**

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**Details of the Post:**

**Job Purpose:** To ensure effective levels of professional administrative support for the Head of School and Executive Headteacher; dealing with all daily queries to the Head of School & Executive Headteacher from staff, students, parents/carers, governors and external agencies.

**Accountabilities:**

* Providing quality administrative support to ensure the smooth and successful support of the Head of School and Executive Headteacher.
* Making a positive contribution to supporting the school in achieving its stated goals.

**Liaison**

* Leadership Group
* Teaching and Support Staff
* Governors
* Students
* Parents/Carers
* External agencies, e.g. Consultants, LA representatives and Ofsted

**General**

* To ensure a high standard of administrative and management support for the Headteacher, in order to assist in the smooth running of all his/her activities, working under their supervision but expected to exercise considerable initiative in performing delegated duties, seeking the necessary advice, where appropriate.
* To make appointments and plan the Head of School’s Diary.
* To deal with Parent/Carer and other external stakeholder queries – especially in the absence of the Headteacher and decide how to screen telephone calls, enquiries and requests and handle them or delegate to others as appropriate, using discretion in providing information both within and outside the School.
* To deal with emails, correspondence and writing letters and taking dictation and minutes.
* To produce accurate and high quality School Publications, Policy Documents, Briefing Papers, Reports, Presentations etc, as required [eg the Weekly Bulletin to all staff and the whole School Academic Calendar] .
* To welcome and look after external visitors on behalf of the Headteacher and ensure refreshments are available.
* To liaise with the Clerk to the Governing Body regarding Governing Body business, including arrangements for meetings and refreshments.

**Specific**

* To provide confidential clerical and administrative support to the Headteacher.
* To liaise with the HR & Business Manager and the Officer Manager to set up efficient and effective Office Management systems and procedures.
* To support the HR & Business Manager and the Office Manager with the supervision of administrative staff to ensure excellent, consistent administrative support is delivered by the School.
* To supervise the production of correspondence reports and newsletters and, where appropriate, confidential correspondence and reports, ensuring consistency in format.
* To ensure all telephone and personal enquiries are dealt with efficiently and effectively in a way which promotes a positive image of the School.
* To prioritise such telephone calls to the Head of School, providing assistance where possible, referring more complex enquiries to the relevant LG member or other member of staff, ensuring action is taken and reporting results to the Head of School.
* To establish a business-like office environment and promote good relationships between LG members, Teaching and Support Staff, Governors, students, parents/carers, all other stakeholders and visitors.
* To supervise the arrangements for all relevant meetings as requested, including room booking, preparation of materials and minute taking, in order to ensure their timeliness and smooth running.
* To provide administrative support to the Head of School for complex and confidential matters as and when required.
* To proactively manage the diary arrangements for the Head of School and Executive Headteacher, as required, keeping full control of appointments and diary bookings, identifying and resolving any potential conflicts and taking account of travel time.
* To arrange and coordinate travel and accommodation, managing the itinerary in conjunction with the diary and reviewing forthcoming commitments to ensure the most effective use of time for the Head of School.
* To alert the Head of School well in advance of approaching issues and/or events.
* To act as the ‘quality control’ in respect of all letters and documents produced by or for the Head of School.
* To prepare routine correspondence using own initiative and the less routine from rough drafts.
* To be responsible for maintaining and enhancing efficient filing and documentation retrieval systems for the Head of School and Executive Headteacher.
* To review the Head of School’s e-mail and ensure that appropriate items are passed on.
* To act as a central point of contact for projects which may be delegated by the Head of School and to lead and participate in school projects using own initiative and keeping to agreed project deadlines.
* To attend appropriate meetings with the Headteacher in order to facilitate note taking and record keeping.
* To oversee meetings, ensure the relevant papers and documentation are compiled or received in advance to enable the Head of School time to prepare.
* To remind the Head of School of appropriate appointments, meetings and deadlines for completion of work.
* To host all visitors to the Head of School and Executive Headteacher and to ensure that appropriate arrangements have been made for meeting and greeting and that refreshments are available.
* To ensure that filing is done on a regular basis so that documents can be easily accessed.
* To establish constructive relationships and to communicate with other agencies and professionals.
* To ensure the effective operation of Quality Control systems in respect of all letters and documents produced by or for the Head of School.
* To seek and/or implement modification and improvement, where required.
* To have oversight of all administrative aspects of confidential records.
* To maintain efficient systems of filing, photocopying and distribution of documentation initiated, responded to and/or received by the Head of School.
* To ensure effective communication and consultation, as appropriate, with the LG, staff, students, parents/carers, governors and outside agencies.

**Wider Responsibilities:**

* To work collaboratively as a member of the School Office Team.
* To assist the Office Manager in support of School wide activities, e.g. the production of publications.
* To play a full and active part in the life of the School Community.
* To contribute to the planning, development and monitoring of Support Services.
* To liaise with the School’s Publicity & Events Manager regarding the promoting of the School’s events, successes etc.
* To arrange visits and tours of the School.
* To follow up on communication with parents/carers.

**Other**

* Any other duties as might reasonably be expected within the role as directed by the Head of School.
* To support the safeguarding of students and staff.
* To support the School’s distinctive mission and ethos.
* To lead by example and from the front.
* To encourage and ensure staff and students follow the example set and to challenge constructively when the standards set are not met.
* To promote actively the School’s corporate identity and policies.
* To continue to be a lifelong learner and encourage others to be the same.
* To participate actively in the School’s Performance Management and Appraisal process
* To comply with the School’s Dress Code, Health and Safety Policy.

PERSON SPECIFICATION

**Post Title:**

PA to the Head of School & Executive Headteacher

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|  | **Essential** | **Desirable** |
| **Qualifications** | | |
| Degree Level or equivalent  Appropriate extensive experience equivalent | 🗸 | 🗸 |
| **Professional Skills** | | |
| At least 3 years’ high level PA experience |  | 🗸 |
| At least 3 years’ high level PA experience within a school or educational setting |  | ✓ |
| Ability to think strategically and contribute to the School Development Plan | ✓ |  |
| High level decision making skills | ✓ |  |
| Ability to formulate ideas and solutions and to present them clearly | ✓ |  |
| Excellent IT Skills – in particular, Microsoft Word, Excel, PowerPoint and Databases.  Experience of SIMS | ✓ | 🗸 |
| Excellent written and verbal communication skills | ✓ |  |
| Excellent research skills | ✓ |  |
| Excellent organisational skills and experience of using, maintaining and developing administrative systems | ✓ |  |
| Ability to manage, lead, organise, deploy and motivate  individuals and teams in order to manage a variety of competing priorities and deadlines | ✓ |  |
| To be able to think creatively and to anticipate and solve  problems | ✓ |  |
| To understand the need for confidentiality and data protection | ✓ |  |
| Ability to establish effective relationships at all levels,  dealing sensitively with people in order to minimise conflict | ✓ |  |
| Ability to manage and resolve conflict | ✓ |  |
| Ability to manage one’s own time effectively | ✓ |  |

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|  | **Essential** | **Desirable** |
| **Professional Skills** | | |
| Ability to enlist outside expertise and resources to enhance effectiveness | ✓ |  |
| Understanding of safeguarding | ✓ |  |
| **Personal Skills** | | |
| High expectations of self and others | ✓ |  |
| Work under pressure, maintaining a sense of perspective and humour | ✓ |  |
| Ability to adapt to changing priorities and to demonstrate resilience in a fast paced environment | ✓ |  |
| Able to meet deadlines | ✓ |  |
| The ability to see the bigger picture and understand whole  school, local and national needs and priorities | ✓ |  |