**JOB DESCRIPTION : Personal Assistant to the Headteacher and Office Supervisor**

**Grade:** KR7

**Reporting to:** Schools Business Operations Manager

**Responsible for:** Business Support – Office Administration, Admissions, Trips and Business Support Reception

**MAIN PURPOSE**

To provide administrative and organisational support to the Headteacher and Senior Leadership team to assist in the smooth operation of the school. To ensure the efficient operation of the School office and reception.

**DUTIES AND RESPONSIBILITIES**

1. Act as a first point of contact within the school for staff, governors, LA officers, parents and others seeking contact with the Headteacher and the Leadership team, ensuring visitors / callers receive a professional welcome.
2. To manage communications for the Headteacher – prioritising calls and identifying any urgent or critical matters for response. Responding on behalf of the Headteacher where appropriate.
3. Open and review any written / electronic correspondence / letters for the Headteacher and drafting responses for approval.
4. To resolve routine queries / issues on behalf of the Headteacher – using judgement / discretion and initiative as required and escalating / referring to others only where necessary.
5. To undertake the day to day supervision of the office and reception team – coordinating and planning administrative activities to support the efficient operation of the school.
6. Liaise with other managers and departments internally or externally on behalf of the Headteacher as appropriate to support the effective and timely dissemination of information.
7. To act as gatekeeper to the Headteacher to support effective and balanced time management. To manage the Headteacher’s electronic diary - arranging appointments / meetings as appropriate.
8. To provide clerical and administrative support to the Headteacher, including drafting papers / reports / presentations, research and collating information, filing, photocopying.
9. To organise and support meetings, preparing agendas and minutes as required. Briefing the Headteacher as appropriate. To ensure that matters arising from meetings are dealt with by the appropriate people within agreed timescales.
10. To keep an ongoing record of school policies and remind and follow up key staff for their updating and renewal as required.
11. To provide information and first line advice to colleagues and parents on policies & practices in relation to GDPR.
12. To provide information and first line advice to colleagues and parents on policies and practices in relation to admissions.
13. To provide information and first line advice to colleagues and parents on school policies and practices.
14. Assist the leadership team in the drafting and preparation of home school correspondence and school publications – e.g. prospectus / handbook / newsletter / posters and leaflets
15. To set up, review and monitor systems of work to support the in the efficient coordination of the office and reception team’s workload and prioritisation of tasks
16. To handle all sensitive and confidential matters with discretion
17. Comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

**PERSON SPECIFICATION**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | **CRITERIA** |
| **QUALIFICATIONS** | Relevant NVQ Level 3 or equivalent  A minimum of Level 2 or equivalent in English and Maths |
| **EXPERIENCE** | Experience of undertaking a range of administrative duties at a senior level  Experience of providing a high level of customer service and liaising / relationship building with a wide range of individuals and agencies |
| **SKILLS AND ABILITIES** | Ability to work with a high degree of accuracy and attention to detail  Ability to draft correspondence and produce documents of a high standard including minutes of meetings  Able to plan, organise and prioritise work efficiently and effectively.  Able to take responsibility for own work with little or no supervision.  Able to use own initiative to solve problems and respond proactively to unexpected situations.  Able to deal calmly, tactfully and effectively a range of people  Ability to show sensitivity and objectivity in dealing with confidential issues  Excellent communication and interpersonal skills |
| **KNOWLEDGE** | Good knowledge of the work of the school and school systems and processes  Knowledge of a range of computer applications – including work Word / Excel / PowerPoint / Sims  Demonstrate an understanding of confidentiality and child protection issues in a school setting |