

JOB DESCRIPTION

POST TITLE	PERSONAL ASSISTANT TO SENIOR LEADERSHIP TEAM
SCALE	Grade 7 (Scale Point 26 –29)
REPORTING TO	Head of School

JOB PURPOSE

- To provide a full range of secretarial and personal assistant services to the Senior Leadership Team, including the Head of School.
- To provide administrative support to other members of the Senior Leadership Team as required.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The post holder will:

- To provide a full and comprehensive range of personal assistant and secretarial duties to the Senior Leadership Team in an efficient and highly effective manner including:
 - Management of the Senior Leadership Team calendar of meetings
 - Maintain efficient office systems to ensure messages, mail and information are produced/ communicated efficiently and effectively;
 - Organising appointments/meetings and events
 - Logging of all the external mail addressed to the Senior Leadership Team, arranging into priority order and bringing important issues to the attention of the Senior Leadership Team
 - Arranging travel details and booking train/travel tickets as required.
- Support the school's complaints process, by recording and monitoring complaints, ensuring timescales are met.
- Arrange and support appeal meetings, held under statutory or school processes, including arranging appeal panels.
- Take, produce and distribute minutes.
- Provide administrative support to meetings, including booking of meeting rooms, arranging refreshments and making relevant hospitality requirements.
- Ensuring that visitors are courteously received and welcomed, providing refreshments as required.
- Receiving and directing telephone calls to the Senior Leadership Team from both internal and external callers and where appropriate to take responsibility for dealing with callers without reference to the Senior Leadership Team, answering involved enquiries and co-ordinating suitable responses.
- To arrange, service and assist the Senior Leadership Team in organisation and management of working groups, both inside and outside of the school.
- Initiation and drafting of complex correspondence as required with minimal instruction.
- To facilitate the administration in relation to meetings ensuring that information is produced efficiently and effectively.

- Maintain the highest level of confidentiality and security of information at all times to retain the confidence of leadership.
- Maintain administrative systems concerning the work of the post holder and to make recommendations for their improvement.
- Provide information and liaise with or refer enquiries to requests to other Trust/School staff and/or external agencies as appropriate.
- Provide general administration as required

Relevant working conditions

- This is a predominately desk based post.

Responsibilities for Resources

- Effective use of materials and resources

Responsibilities for Budgets and People

- As above

Performance Management and Review

- Objectives and professional development plans will be balanced between the Trust, personal and school-focused objectives and will be formally agreed with your line-manager at the start of the review period. Ongoing support and monitoring will be provided through regular 1:1s, peer support, and external mentoring or CPD where required;
- The annual appraisal process will be used to assess performance against agreed objectives and professional development plans in accordance with the Trust Performance Management Policy.

Core responsibilities and duties

All postholders are required to:

- Ensure that you understand and comply with the Trust Health and Safety Policy by following the relevant procedures that are in place;
- Read, uphold and promote the safety and well-being of students as set out in the Trust safeguarding procedures.
- Promote high standards of personal professional conduct in accordance with the Trust Employee Code of Conduct;
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, data protection and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall vision and values of the Trust;
- Appreciate and support the role of other professionals
- Work effectively as part of team;
- Attend relevant meetings, as required
- Participate in training and other learning activities and performance development as required
- Treat all users of the school with courtesy and consideration
- Present a positive personal image, contributing to a welcoming school environment which supports equal opportunities for all
- Be proactive in seeking appropriate advice and guidance where required;
- Flexible and willing to work between different sites as required.

PERSON
SPECIFICATION

CATEGORY	ESSENTIAL/ DESIRABLE	ASSESSED BY
Qualifications and Experience		
Level 2 (GCSE A* - C) or equivalent in English and Maths.	E	Application form
Experience of working within a complex organisation carrying out a wide range of duties.	E	Application form/Interview
Experience of working under your own initiative and evidencing the ability to develop administrative systems and procedures.	E	Application form/Interview
Experience of working in an administrative role in a demanding and busy office environment showing excellent attention to detail.	E	Application form/Interview
Experience of communicating professionally with external stakeholders.	E	Application form/Interview
Experience of providing an effective PA service	E	Application form/Interview
Skills and Knowledge		
Excellent communication and interpersonal skills with the ability to communicate professionally with internal and external stakeholders at all levels.	E	Application form/Interview
Ability to offer a high standard hospitality service.	E	Application form/Interview
An excellent working knowledge of MS Word and Excel including mail merges.	E	Application form/Interview/Task (Please note this will be tested at interview through a variety of tasks using Word and Excel)
Ability to demonstrate excellent attention to detail including branding guidelines.	E	Application form/Interview
Ability to maintain confidentiality at all times.	E	Application form/Interview