



JOB DESCRIPTION	
Post Title: Headteacher's PA and Office Manager	Grade: Scale 6 Term Time + 1 (40 Weeks Per Year) 35 HPW
Department: Support Staff	Responsible to: Headteacher – Primary Phase Responsible for: Primary Admin Team (as appointed)
Role Summary: To ensure that the Headteacher's office and Primary Administration office are run in a smooth and efficient manner: <ul style="list-style-type: none">• Providing an efficient administrative support to the Headteacher.• Promoting the vision and values of SPWF with all stakeholders including parents, visitors, the local and wider community.• Maintaining and developing filing systems and databases• Collecting and collating information and basic statistics• Operating a variety of administrative processes and procedures, developing them as necessary.• Being flexible to meet rapidly changing priorities• Dealing with internal and external queries in an efficient and effective manner.	

DUTIES & RESPONSIBILITIES

1. To provide effective and efficient office support to the Headteacher in managing concerns, issues and queries raised by parents/carers external agencies and staff as required.
2. To deal with correspondence and reports to the Headteacher, including distribution and drafting of responses as appropriate, ensuring post addressed to the Headteacher directed to the appropriate person if necessary.
3. To screen all telephone calls and enquiries to the Headteacher unless otherwise directed.
4. To ensure that all enquiries, as well as the taking and passing on of messages, are dealt with in strict confidentiality and that information is not disclosed to those persons who should not be made aware of such information.
5. To deal with queries and update enquirers on any matters being dealt with by the Headteacher, where appropriate.
6. To organise and maintain the Headteacher's diary and to schedule meetings and to organise and maintain the Primary school diary.
7. To co-ordinate arrangements for meetings and to greet and settle visitors on arrival to the School, ensuring visitors are welcomed in a professional, polite and friendly manner whilst adhering to the school's safeguarding policy at all times.



8. To organise a system to ensure that tasks and correspondence are actioned by the Headteacher in a timely manner, including drafting routine correspondence.
9. To carry out any photocopying, word-processing, completing of forms, required by Headteacher or other staff.
10. To monitor attendance and punctuality of pupils and to identify patterns of low attendance and punctuality with particular children.
11. To create and maintain accurate and confidential filing and record keeping of systems.
12. To prepare agendas and referral paper work and set up rooms, provide refreshments, attend and minute internal school meetings as required.
13. a) To arrange refreshments for parent's evenings, visitors, Governing Body and Committee meetings as required.
b) To return meeting areas to original state following meetings and contribute to the upkeep of these spaces and rooms.
14. To keep accurate records pertaining to children and families and to collect and collate information as directed and maintain databases as necessary.
15. To be a flexible member of the greater Administration Team, supporting other office staff as required.
16. To regularly liaise with the Executive and Headteacher's PA's to ensure the smooth coordination and management of internal and external events and meetings in the Foundation and Trust the school calendar.
17. To be responsible for and ensure that stock provisions are maintained and kept tidy and to direct PO's and cleaners as necessary.
18. To provide hospitality for events that may occur before, during and after the school day.
19. To undertake a variety of administrative duties, including research under the instruction of the Headteacher.
20. Organise Open Days, Year Group Transitions, Home Visits, Parents Evening, etc.
21. To be a daily visible point of contact for all families and to participate in 'family dining' as part of lunch times.
22. Contribute to the mentoring and support of students, acting as a role model, in an appropriate capacity.
23. To provide operational feedback as requested and to attend regular line management meetings with Executive and Headteacher's PA.
24. To be a fully qualified First Aider or be willing to undertake such training.
25. To use information technology and word processing equipment to create and maintain computer systems relating to pupil data and any other information system.
26. To input and manipulate a variety of data using Microsoft Excel as directed.
27. To type correspondence, policies and other documents as directed.
28. To undertake general office duties including filing, photocopying and collating documents, opening and date-stamping post, ensuring timely distribution of internal and external mail.
29. To cover Reception as required.
30. To ensure that front line enquiries from staff, parents, pupils and visitors, whether in person, by telephone, fax or email are dealt with, including resolving or passing on complaints to the appropriate member of staff.
31. To ensure that messages are passed on and suitable records maintained of such enquiries, events, messages and appointments.
32. To ensure that all enquiries, as well as the taking and passing on of messages, are dealt with in strict confidence and that information is not disclosed to those persons who should not properly be made aware of such information.



33. To ensure visitors to the school are welcomed in a professional, polite and friendly manner and adhere to the school's security/Safeguarding policy (e.g. visitors badges, signing in/out etc).
34. To work collaboratively with teaching staff on student records, school transfers and new admissions.
35. To input data for student referrals and maintaining accurate manual records.
36. To organise appointments by telephone/letter and any other duties required for Academic Planning Day, Parents Evening, Open Evening, Year 6 interviews etc.
37. To prepare orders for stationery, first aid stock or materials through the school's published procedures, ensuring 'value for money' in all areas of expenditure by testing the market.
38. To prepare meeting agendas and take minutes, notes of key discussions and action points and distribute as required.
39. To be a flexible member of the Team, covering colleagues' duties and working flexibly across all school admin teams when required.
40. To provide admin support for specific projects.
41. To attend Team and Staff Meetings as required.
42. Ensuring that all duties and responsibilities are discharged in accordance with the School's Health & Safety at Work Policy.
43. Complying with the School's Equal Opportunities, Child Protection, Confidentiality, Security and other policies, assisting with their development and promotion within the School, reporting all concerns to an appropriate person.
44. Undertaking additional duties and responsibilities that may arise from time to time, commensurate with the scope and grade of the post.
45. To hold regular meetings and monitor closely the standard of work and progression of the KS3 and KS4 administrator.

The post holder must demonstrate a flexible approach in the delivery of work. Consequently the post holder may be required to perform work not specifically identified in the job profile but which is in line with the general level of scope, grade and responsibilities of the post.

The postholder may be required to work outside of normal school hours on occasions. (E.g. to attend and/or minute staff meetings/school events). Time off in lieu will be given.

Training

The postholder will be required to undertake training including CAF training as required to be effective in carrying out all duties.

General

- Ensuring that all duties and responsibilities are discharged in accordance with the school's Health & Safety at Work Policy.
- Complying with the school's Equal Opportunities and other policies and assisting with their development and promotion within the school.
- Ensuring comprehensive procedures notes are compiled for key tasks.
- Any other duties commensurate with the grade of the post.

This Job Description is not prescriptive in that the needs of the School may change and this could necessitate revision in the future and amendment at any time, after consultation.



The duties above may involve working after school and time off in lieu will be given.

EQUAL OPPORTUNITIES STATEMENT

Adhere to the School's Equalities Statement and Opportunities Policy and ensure anti-discriminatory practice within the service area.

COMMENSURATE STATEMENT

Undertake any other reasonable duties commensurate with the grade as determined by the manager.

CHILD PROTECTION

To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority.

Signed

Postholder

Date

Signed

Head teacher

Date



Person Specification for the Post of Headteacher's PA and Office Manager	
Knowledge	<ol style="list-style-type: none"> 1. A sound knowledge of Microsoft Office and operating telephone systems. 2. Working knowledge of data protection legislation.
Qualifications & Experience	<ol style="list-style-type: none"> 1. GCSE A*-C, English and Maths 2. A minimum of NVQ III or equivalent preferably in business administration 3. Sound experience of acting in a PA role in a busy environment with rapidly changing priorities. 4. Excellent IT skills including Word, EXCEL, email and the internet. 5. Experience of drafting routine correspondence. 6. Experience of collecting, collating information and summarising results. 7. Experience of minute taking at meetings. 8. Experience of working/engaging/relating with different age groups in a school setting.
Leadership and Management Framework	<p><u>Achieving Results</u></p> <ol style="list-style-type: none"> 1. Ability to learn quickly to operate and edit a variety of management information systems. 2. Thorough attention to detail. 3. Accurate fast word processing skills. 4. Highly developed organisational skills. 5. Sound time management skills, including ability to determine priorities and deal with conflicting deadlines. 6. Ability to work under pressure in the School environment 7. Ability to maintain effective and accurate records. 8. Good written skills to draft routine reports and correspondence and take accurate messages or minutes at meetings. 9. The ability to work independently and creatively and to take initiative when appropriate. 10. Competence in the skills of networking and facilitating. 11. An understanding of the necessity for maintaining strict confidentiality where appropriate. 12. Resourcefulness, enthusiasm, patience and a sense of humour.
	<p><u>Engaging With Others</u></p> <ol style="list-style-type: none"> 1. Excellent interpersonal and communication skills (both oral and written) 2. Ability to deal with staff, pupils, parents, governors, visitors and outside agencies, including the ability to promote the image of the School. 3. Flexibility and ability to work as part of, and contribute to, the school's Administrative Team. 4. Independent and proactive where appropriate to resolve administrative matters.
	<p><u>Valuing Diversity</u></p> <p>Experience, or empathy with, working in a multicultural environment.</p>



	<u>Learning Effectively</u> <ol style="list-style-type: none">1. IT literate and willing to undertake further training as required.2. A commitment to continuous professional development
Other	<ol style="list-style-type: none">1. The postholder may be required to work outside of normal school hours on occasions (e.g. to attend and/or minute staff meetings) and time off in lieu will be given.2. A satisfactory Enhanced DBS disclosure.