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Description automatically generatedJob Description and Person Specification

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| **Job details** | |
| **Job title** | **Personal Assistant to the Headteacher** |
| **School** | Diss High School |
| **Location** | Walcot Road, Diss. IP22 4DH |
| **Responsible to** | Headteacher |
| **Salary Range** | £21,500 to £25,800 depending on experience |
| **Contract** | 37 hours per week, 40 weeks per year (term time + 2) |
| **Effective date** | 1st September 2023 |
| **Role and context** | |
| **Job purpose** | |
| To provide a confidential and personal service to the headteacher, carrying out a range of secretarial and administrative tasks and maintaining an efficient running of the headteacher’s daily business. | |
| **Other Job Information (e.g. any special factors or constraints)**  The job holder will be expected to work flexibly and on occasion may need to work outside of normal office hours. The job holder will have access to sensitive and confidential information. | |
| **Principal Accountabilities** | |
| **Managing enquiries** | |
| * Act as the first point of contact for staff, parents, governors and other stakeholders looking to speak with the headteacher * Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner * Assist with managing the school’s email inbox, ensuring the school meets its expected response times and emails for the headteacher are acted on * Open and respond to mail, escalating to the headteacher where necessary * Manage enquiries and requests efficiently, referring where necessary * Welcome visitors on behalf of the headteacher * Assist staff, parents, governors and other stakeholders with the information and support they need * Handle all confidential correspondence with discretion | |

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| **Principal Accountabilities continued** |
| **Administration and diary management** |
| * Coordinate the headteacher’s diary, arrange and prioritise meetings as necessary, briefing the Headteacher as appropriate. * Prepare the headteacher for meetings by assembling reports and relevant documents * Respond to appropriate requests for information from governors or external agencies * Maintain accurate records in efficient files and online systems * Support with the coordination of certain school events, under the direction of the headteacher * Organise travel and accommodation arrangements * Complete desktop research for the headteacher, analysing findings and providing summaries for the headteacher * Provide administrative support for the wider senior leadership team when required * Assist the Business Manager with the Personnel function including maintaining physical staff files, administrative support for recruitment and daily updates of Single Central Record for agency staff. * Clerk specific meetings as required by the headteacher |
| **Written communication** |
| * Interpret headteacher’s comments into draft written correspondence to be sent to relevant stakeholders * Develop written communication that’s professional and upholds the school’s vision and values * Proof-read outgoing communication to ensure it is of the highest standard |
| **Other** |
| * Read and follow the relevant school policies * Undertake training required to develop in the role * Ensure all duties and responsibilities are undertaken in line with the school’s health and safety policy * Contribute to the safety of children and young people and protect them from harm * Maintain a high degree of confidentiality with regard to issues concerning members of staff and pupils. Respond with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken |

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| **Person specification** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| * Level 2 English Language and Mathematics | **✓** |  |
| * Secretarial or equivalent qualification demonstrating typing speed of 40wpm minimum |  | **✓** |
| * NVQ3 or equivalent in relevant discipline |  | **✓** |
| **Experience** |  |  |
| * Considerable experience (5 years +) of providing a proactive secretarial or PA support including initiating and maintaining efficient office systems/ processes | **✓** |  |
| * Experience of working in an education environment |  | **✓** |
| **Skills/knowledge** |  |  |
| * Effectively communicates and exchanges orally and in writing varied information to inform others, including colleagues, pupils, parents/carers and members of the public | **✓** |  |
| * Excellent literacy and numeracy skills to be able to produce documentation to the highest standard | **✓** |  |
| * Effective use of ICT, particularly Microsoft Office | **✓** |  |
| * Ability to use databases e.g. SIMS, Bromcom |  | **✓** |
| * Ability to use a range of problem-solving techniques, to think creatively when presented with varied requests and to know when to refer on to colleagues | **✓** |  |
| * Takes a flexible approach to changing priorities or unexpected situations |  | **✓** |
| * Working knowledge of GDPR legislation |  | **✓** |
| * Recognises the importance of continued professional development and identifies training needs |  | **✓** |
| * Represents the school with integrity and professionalism | **✓** |  |
| * Resilient and able to work under pressure | **✓** |  |
| **General information** | | |
| This job description sets out the duties of the post at the time it was drawn up. The post-holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post. | | |