



Isca Academy - JOB DESCRIPTION

SUPPORT STAFF

Job Title: PA to the Headteacher

Line Manager: Headteacher

Grade: D

KEY PURPOSE

To provide comprehensive and confidential PA support to the Headteacher. The post holder is the first point of contact for all visitors and telephone contact to the Headteacher's Office.

KEY TASKS AND RESPONSIBILITIES

- ✓ Management of the Headteacher's diary to ensure efficient organisation of her office and support of her role, both within the Academy and the wider community.
- ✓ Managing all incoming and outgoing correspondence, including filtering information that is passed to the Headteacher and re-directing correspondence as required, drafting responses to letters/e-mails on behalf of the Headteacher.
- ✓ Preparation and distribution of documents and presentations, ie, reports, business plans, strategy and policy documents on behalf of the Headteacher.
- ✓ Responsibility for all Subject Access Requests made to the Academy.
- ✓ Complaints Officer – receiving all formal complaints made by parents or members of the public on behalf of the Academy, co-ordinating who they should be actioned by and ensuring that responses are dealt with in a timely manner and in line with the agreed timescales within the policy.
- ✓ Ensuring office administration duties are given prompt attention in line with office standards to ensure a high quality and efficient service for the Headteacher and the Academy.
- ✓ Coordinate the administrative support for recruitment and selection processes for all staff.
- ✓ Being the contact point when Leadership Team support is required in classrooms or in emergency situations involving students and/or staff.

- ✓ Receiving visitors to the Academy on behalf of the Headteacher where required.
- ✓ Dealing with unexpected situations as they arise which can involve speaking over the telephone or meeting with potentially difficult/confrontational people (staff, parents/carers and students), thus ensuring matters are dealt with quickly before they have opportunity to escalate.
- ✓ Minuting meetings which also includes confidential and sensitive meetings that the Headteacher and the Leadership Team hold.
- ✓ Filtering all communications (documents, letters, telephone calls, visitors) to enable the Headteacher to concentrate on matters commensurate with her role and position.
- ✓ On behalf of the Headteacher, liaise with Governors, the Leadership Team, staff, students, officers of the Local Authority, Regional School Commissioner and the public/parents in such a manner as to support the position of the Headteacher with tact, integrity and utmost discretion.
- ✓ To support the Leadership Team in their administrative requirements when appropriate.
- ✓ Organising venues, resources, refreshments, etc for meetings and briefings being delivered by the Headteacher and/or the Leadership Team.
- ✓ Arranging meetings between the Headteacher, and the Leadership Team where appropriate, with staff, parents/carers, students, Governors and external organisations.
- ✓ Maintaining confidential electronic and other filing systems held in the Headteacher's Office, such as Appraisal Documents, OFSTED files, Safeguarding information including allegations against staff, and Subject Access Requests.
- ✓ Making travel and accommodation arrangements for the Headteacher and the Leadership Team and preparing travel expense claims on behalf of the Headteacher on a monthly basis.
- ✓ Planning and co-ordinating programmes for visitors to the Academy, ie, Trust Colleagues, OFSTED, School Improvement Officers, Regional School Commissioner, DfE, External Consultants, etc.
- ✓ Assisting with the completion of statistical data analysis and documents.
- ✓ Working with the Headteacher to ensure effective lines of communication exist between the Academy, the Governing Body and the Trust, in particular the Executive Headteacher, Chair and Vice Chair.

- ✓ Undertake any other duties or functions as required which generally support the Headteacher, in particular those requiring particular discretion with regard to sensitivity and confidentiality.

All adults in the academy have a statutory responsibility for the welfare and safety of children and young people and will be subject to regular DBS checks.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW BY CONSULTATION

Isca Academy

PA to the HEADTEACHER: Person Specification

ESSENTIAL	DESIRABLE	How Assessed		
		App Form	References	Interview
Experience <ul style="list-style-type: none"> Secretarial experience gained by working in a complex, dynamic and confidential environment. 	<ul style="list-style-type: none"> Previous experience as a PA Extensive knowledge of administration work gained in an educational environment 	✓		✓
Practical Skills <ul style="list-style-type: none"> Ability to work under pressure and at a pace and to prioritise workload in order to meet deadlines Shorthand or speedwriting skills Ability to remain calm in complex and pressurised situations 		✓	✓	✓
Communication <ul style="list-style-type: none"> Excellent interpersonal skills Ability to develop and maintain effective working relationships Good written and verbal communication skills (including an excellent telephone manner) Ability to communicate effectively with staff and external contacts at all levels 		✓		✓
Personal Qualities <ul style="list-style-type: none"> Ability to exercise discretion and maintain confidentiality Highly developed organisational skills with the ability to multitask and meet multiple deadlines Can work flexibly and on own initiative Ability to carry out detailed work whilst maintaining accuracy and attention to detail. 		✓	✓	✓

<p>Technology/IT Skills</p> <ul style="list-style-type: none"> Excellent working knowledge of Microsoft Office applications, in particular Word, PPT, Outlook and the internet 	<ul style="list-style-type: none"> Working knowledge of SIMS and Microsoft Excel 	✓		✓
<p>Education and Training</p> <ul style="list-style-type: none"> Private Secretary's Qualification or equivalent RSA Level 3 typewriting or word processing qualification Pitman Shorthand 70 wpm or equivalent Good standard of education – GCSE English and Mathematics Grade C or above (or equivalent) 	<ul style="list-style-type: none"> Willingness to identify and take part in relevant self-development opportunities 	✓		✓
<ul style="list-style-type: none"> Must pass relevant safeguarding of children checks and pre-employment checks 		<p>DBS Check, Minimum of two references covering a minimum of 5 years, evidence of right to work in the UK, medical clearance for fitness to perform role.</p>		