



Executive Headteacher: Mrs Jodie Cawte
Head of Invicta Blackheath: Ms Emily Perfect
Head of Invicta Deptford: Mrs Olyvia Shaw
School Business Manager: Mrs Suzanna Pearce

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Administrative Assistant to the Senior Leadership Team

We have an exciting office role which involves a number of key responsibilities including school communications, as well as providing general admin support to the Senior Leadership team as part of our busy and friendly office team.

The successful candidate will be/have:

- Well presented and have an enthusiastic, warm manner
- Presents with a 'can do' attitude and is a proactive and creative problem solver
- Outstanding interpersonal and communication skills
- Excellent literacy and IT skills
- Exceptional attention to detail
- Ability to work flexibly and calmly while under pressure
- Able to prioritise and use own initiative

We offer:

- Happy, enthusiastic children with positive attitudes to learning
- Friendly, hardworking and dedicated staff team
- Supportive and engaged Governing Body and Senior Leadership Team
- Supportive parents and local community
- Excellent professional development opportunities
- Superb, well resourced sites

JOB DESCRIPTION

General summary of responsibilities and duties:

Job Title: Executive Assistant to the Senior Leadership Team

Location: Split across both school sites, usual pattern to be Monday and Friday at Deptford/Tuesday, Wednesday, Thursday at Blackheath, aside from when duties require days to be moved and will need to be flexible on working location.

Job Type: Part-time Salary: TBC

Reports to: School Business manager

Role Overview

Invicta Primary School is looking for a highly organised and proactive administrator to serve as the central point of contact for our organisation. You will play a vital role in ensuring smooth daily operations by managing our central communications, providing administrative assistance to the Senior Leadership Team (SLT), and ensuring our complaints process is managed efficiently and accurately.

Key Responsibilities

1. Inbox Management & Communication

- Monitor the Central Inbox: Act as the primary gatekeeper for the general admin email account, ensuring it is checked frequently throughout the day.
- First-Line Response: Respond professionally to routine enquiries, requests for information, and general FAQs where the answer is known.
- Triage & Escalation: Identify complex queries or high-priority emails and forward them to the appropriate department or staff member, tracking them to ensure a response is provided.
- Gatekeeping: Filter out spam and sales enquiries to keep the inbox clutter-free.

2. Senior Leadership Team (SLT) Support

- Administrative Support: Assist the SLT with ad-hoc administrative tasks, including printing, document formatting, and expense claims.
- Diary Management: Assist with scheduling, booking meeting rooms, and organising video conference links for SLT meetings.
- Meeting Support: Prepare agendas and, where required, take minutes or action points during specific SLT meetings.
- Travel & Logistics: Arrange travel tickets and accommodation for SLT members when necessary.
- Support SLT members with drafting of reports and letters to a range of stakeholders
- Support SLT with the management



- Support SLT members with any other administrative tasks as relevant.

3. Complaints Administration

- Logging & Tracking: Accurate data entry of all incoming complaints into the school database/log, ensuring all details are recorded correctly.
- Acknowledgement: Send formal acknowledgement emails or letters to complainants within agreed timeframes, including informing SLT of any new complaints arising on the date received.
- Process Management: Monitor the timeline of complaints to ensure statutory or internal deadlines for responses are met, chasing relevant managers when responses are due.
- Filing: Maintain secure and confidential records of all complaint correspondence in line with GDPR.
- Support SLT in paperwork and evidence gathering for complaint procedures, where required.

4. General Administration

- Maintain electronic filing systems and databases.
- Assist with answering the main telephone line and diverting calls.
- To work collaboratively with the office team to support office functions to support efficient running of the school offices where required.

Person Specification

Essential Skills & Experience:

- Communication: Excellent written English (spelling, grammar, and tone) for drafting emails and formal responses.
- Organisation: Strong time management skills with the ability to prioritise an inbox and track deadlines (especially for complaints).
- IT Proficiency: Confident user of Google Workspace (including google docs, slides and sheets) and related applications.
- Confidentiality: Ability to handle sensitive information regarding SLT matters and complaints with absolute discretion.

Personal Attributes:

- Proactive: Ability to spot issues and resolve them without constant supervision.
- Resilient: Ability to remain professional and calm when processing complaints or dealing with difficult enquiries.
- Detail-Orientated: High level of accuracy when logging data and drafting correspondence.

Summary:

This is not intended to be an exhaustive list, but a guide to the main responsibilities of this post.



This job description may be amended following discussion between the Headteacher and or School Business Manager and the member of staff, and will be under review whilst the school office reorganisation is being established.

At Invicta we employ staff who are committed, motivated, sociable and can work as part of a team and share our school's values.

If this sounds like you, we look forward to hearing from you!

For further information on working hours, salary and an application form please contact Suzanna Pearce
admin@invictaprimary.co.uk

We are an Equal Opportunities Employer, welcoming applications from all sections of the community. Our school strives to be diverse and inclusive, and a place where we can all be ourselves. We particularly encourage applications from people who identify as Black, Asian or from a Minority Ethnic background, who are underrepresented at our school. Invicta is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment. All appointments will be subject to a satisfactory Enhanced with Barred List check through the Disclosure & Barring Service (DBS) plus additional pre-employment checks.

