

JOB DESCRIPTION

Post Title:	Executive Assistant to the CEO and COO
Location:	The Bridge Multi Academy Trust, London
Department:	Central Team
Salary Grade:	NJC SO2, point 27 – 29
Contract:	Permanent 35 hours a week - AYR
Responsible to:	Chief Executive Officer (CEO) & Chief Operating Officer (COO)
Responsible for:	n/a

Purpose of the Job:

- To provide effective, proficient personal and high level administrative support, ensuring management of the CEO/COO's schedule, communications and key projects. The role involves acting as a liaison between the CEO/COO and internal/external stakeholders, performing all necessary tasks to ensure the efficient and effective running of the CEO and COO's office and daily business.

Main Responsibilities

Administrative Support, Coordination and Communication

- To act as the first point of contact internally and externally on behalf of the CEO and COO to include:
 - Filtering and prioritising correspondence and emails of the CEO/COO.
 - Screening incoming telephone calls on behalf of the CEO/COO and manage requisite actions appropriately.
 - To support the CEO/COO in arranging Performance Management, Probation and mid-year review meetings.
- To maintain the CEO and COO's diary to ensure effective planning/preparation including:
 - scheduling and managing appointments,
 - creating agenda's and minute taking
 - implementation of effective Bring/Forward system
 - To support the CEO and COO in preparing for meetings or presentations.
 - To organise regular SLT and external meetings including agenda setting, taking and following up on actions points.
- To effectively liaise and communicate with school staff, administrative team and external agencies, particularly parents, representatives of the LA, Directors and our local community.
- Liaise with Senior & Middle Management concerning priorities, deadlines, policies and procedures.
- To support the CEO and COO to write and produce correspondence and documentation using own initiative, or as directed in relation to specific and confidential matters on behalf of the CEO and COO.
- Manage the accurate collation, preparation and timely distribution of information, papers, reports, and other relevant documentation, together with travel arrangements, to ensure the CEO and COO are fully prepared for all meetings, conferences and events.

- To line manage the Trust School Admin Lead
- To attend line management, leadership and hearing meetings to take minutes as required.
- To collate and co-ordinate information for the Standards Testing Agency (STA) for the CEO and ensure that the correct information is given to the STA.
- To support the CEO and COO by arranging the CEO and COO's travel expenses.
- To deal with complex queries and enquiries ensuring confidentiality is maintained. Respond positively with tact, sensitivity and awareness to students and parents in relation to duties undertaken, such as Freedom, of Information/Subject Access Requests, interacting with relevant central team and school contacts to ensure a time compliant response.
- To maintain a good working relationships, acting in a courteous, friendly and business like member of the Trust.

Project management:

- To undertake desk based research as required to contribute to and/or lead small/medium scale projects.
- Monitor project timelines and deliverables, ensuring deadlines are met.
- Prepare reports, presentations, and data analysis to support project objectives.

Operational Support:

- Maintenance of School Calendar including organisation and regular updates on Bromcom (MIS System).
- Maintain accurate records and documentation, including confidential information as directed by the CEO and COO.
- Co-ordinate logistics - room bookings/catering/hospitality /equipment for internal or external meetings and interviews.
- To lead and support the detailed planning and organisation of special events.
- To assist with the coordination of any insurance claims.
- Devising and maintaining efficient office systems, including data management and filing.

Strategic Support:

- Provide proactive support to the CEO/COO in strategic planning and decision making process.
- Conduct research and gather information to inform strategic initiatives.
- Assist in the preparation of strategic documents and reports.

Personal Responsibilities:

- To carry out the duties and responsibilities of the post, in accordance with the Trust's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- To observe strict confidentiality in all aspects of the role in accordance with the Data Protection Act 1998.
- To undertake additional projects as required including supporting the development of new business opportunities.
- To actively promote the safeguarding of children and colleagues.
- To effectively use a range of IT packages as required to carry out the duties of the post in the most efficient and effective manner.

- To be proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and competent in the use of the Trust's Management Information System and other ICT programmes/tools.
- To undertake training and continuous professional development as appropriate and remain up to date with the relevant legislation, policies, resources and technology.
- To undertake other duties appropriate to the post that may reasonably be required from time to time.
- To carry out any other duties as directed by the CEO and COO.

Performance Standards

- To contribute to the implementation and development of excellent customer care standards ensuring requirements and objectives are met and adhered to.
- At all times to carry out the responsibilities of the post with due regard to the school's Equal Opportunities policy.
- To form and maintain appropriate relationships and personal boundaries with children and young people.

Special conditions of employment

Rehabilitation of Offenders Act 1974

- This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bind over orders and warnings being considered.
- If the jobholder is arrested, summonsed for an offence or receives a conviction a bind over order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the Academy's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.

Safeguarding and Promoting the Welfare of Children and Young People

- The jobholder is required to follow all of the Academy's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.

Health and Safety

- The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the Academy's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.

Confidentiality and Data Protection

- The jobholder is expected to comply with the provisions of the Data Protection Act 2018 and the General Data Protection Regulation. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Academy's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest Disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.

Equality and Diversity

- The Academy and the Trust are committed to equality and value diversity. As such the Academy and the Trust are committed to fulfilling their Equality Duty obligations and expect all employees to share this commitment. The Duty requires the Academy and Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

Training and Development

- The Academy has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development and learning, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

The Trust Operates a Strictly No Smoking or Vaping Policy

This applies to all Academy premises and those where Academy services are provided.

The above-mentioned duties are neither exclusive nor exhaustive, duties and responsibilities of the post may change as requirements and circumstances change. The post holder will be required to carry out duties as requested by management that are broadly within the level of the post.

PERSON SPECIFICATION

The person specification describes the skills, knowledge and experience required to carry out the job and will also be used in the shortlisting and interview processes.

Experience
<p>Essential</p> <ul style="list-style-type: none"> • Proven expertise evidenced by PA/EA experience within a Multi Academy Trust. • Punctuality and willingness to adopt a flexible approach to meet the varying deadlines. • A commitment to providing proactive and responsive PA support combined with a willingness to constantly seek ways of improving all aspects of the service. • Strict adherence to confidentiality proportionate to the responsibilities of the role. • Able to follow the Trust’s safeguarding procedures and recognise when to report any concerns • Experience of dealing with difficult enquiries and situations in a professional, proactive and helpful manner • Ability to work in a pressurised environment.
Skills and Abilities
<p>Organisational Skills:</p> <ul style="list-style-type: none"> • Exceptional organisational and time-management skills, with the ability to prioritise tasks effectively. <p>Communication Skills:</p> <ul style="list-style-type: none"> • Excellent written and verbal communication skills, with the ability to draft professional correspondence and reports. • Evidence of the ability to communicate clearly and concisely both orally and in writing and to produce technical and financial information in a format that is comprehensible to lay persons. <p>Interpersonal Skills:</p> <ul style="list-style-type: none"> • Strong interpersonal skills, with the ability to build and maintain relationships with a wide range of stakeholders. <p>IT Proficiency:</p> <ul style="list-style-type: none"> • Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software. <p>Attention to Detail</p> <ul style="list-style-type: none"> • High level of accuracy and attention to detail in all aspects of work. <p>Problem-Solving:</p> <ul style="list-style-type: none"> • Strong problem-solving skills, with the ability to anticipate needs and proactively address issues. • Confidentiality: Ability to handle sensitive and confidential information with discretion.
Knowledge

<ul style="list-style-type: none"> • Understanding of good management practices including policies, systems and procedures required to support and implement them. • The responsibility of every individual for safeguarding and promoting the welfare of children.
<p>Personal Attributes</p>
<ul style="list-style-type: none"> • Professionalism: Demonstrates a high level of professionalism and integrity. • Adaptability: Flexible and adaptable, with the ability to work in a fast-paced and dynamic environment. • Initiative: Proactive and self-motivated, with the ability to work independently and as part of a team. • Reliability: Dependable and reliable, with a strong work ethic. • Commitment: Committed to the values and mission of the multi-academy trust and the education sector.
<p>Other Requirements</p>
<ul style="list-style-type: none"> • Willingness to travel to academies for termly leadership meetings and external meetings as required.