



Office Manager & PA to the Headteacher Grade: Band 7

The success of the Bridgwater and Taunton College Trust will be underpinned by two fundamental beliefs:

Students come first: First and foremost, the purpose of the Trust is to enable students to achieve their potential, and it is this principle that drives how we make decisions and how we act. It is expected that anyone who joins or forms part of the Trust shares this philosophy.

We are team players: Whilst every colleague has a specific role to fulfil, we expect all staff to communicate with compassion, treat others with positive regard, collaborate and behave with professionalism. In our colleagues we seek energy, passion, initiative and cooperation, as well as acting in a way that promotes a positive image of the Trust in the wider community.

Our values

We are ambitious, collaborative and inclusive.

We believe that every role contributes to our students achieving. We are a values driven organisation and strongly feel a shared sense of purpose. We behave in a way that puts our students at the forefront of our actions and decisions making, we champion equality of opportunity and respect our colleagues, our students and our community. We believe passionately that all individuals are entitled to learn and should be encouraged to do so.



Core Purpose

To oversee the smooth and efficient running of the school office and provide high-level, confidential administrative support to the Headteacher and SLT, leading the administrative team and coordinating key communication, calendars and correspondence.

Main Responsibilities

The responsibilities of this role could vary as a result of new legislation, changes in technology or policy changes. This job description is not an exhaustive list of tasks of the role.

- Act as PA to the Headteacher and support other SLT members as required, including diary management, appointments, letters, meeting packs and follow-up actions.
- Produce and circulate daily staff briefing notes; take minutes of staff briefings and full staff meetings; track actions to completion.
- Lead and line manage the administrative team delivering reception, switchboard, incoming/outgoing post, staff/parent enquiries and senior staff requests; oversee accurate attendance/behaviour data services and reporting to leadership.
- Hold team meetings and regular 1:1s to monitor service standards, deadlines and targets, and to support performance and development.
- Oversee whole-school communications: letters, newsletters, parent emails/texts and promotions; allocate enquiries promptly and ensure all outgoing correspondence is accurate, timely and professional.
- Manage parent messages via email, text, Arbor and website contact forms; handle parent complaints and Subject Access Requests (SARs), coordinating evidence collation and compliant responses.
- Maintain the school website, social media engagement and coordinate positive engagement with local press in line with school policies.
- Lead the smooth administration of student admissions (in-year and intake), maintain the Admissions Register, and process applications/updates into Arbor, including related data/assessment recording and analysis.
- Coordinate statutory and routine data returns (e.g., school census; returns to the LA, governors and other bodies), ensuring accuracy and deadlines are met.
- Organise and support whole-school events (Open Evenings, Mornings, Options Events, Achievement Celebrations, Parents' Evenings, training days and special events), including room bookings and refreshments for all stakeholders.
- Publish the weekly Academy Newsletter, coordinating content and approvals.
- Update iTrent with staff absence from the Cover Diary and liaise with relevant colleagues to ensure workforce records are current.
- Organise student school photographs, covering scheduling, communications and on-the-day logistics with providers.
- Support and process student permanent exclusions and suspensions, ensuring documentation, meeting coordination and secure record-keeping are compliant.
- Ensure reception and office areas are welcoming, tidy and hazard-free, with accurate, up-to-date displays and information for visitors.
- Identify, develop and implement improvements to systems and procedures to enhance efficiency and service quality across the school.
- Maintain information integrity and confidentiality in line with GDPR/Data Protection and Freedom of Information requirements; uphold safeguarding in all office processes.
- Complete forms, returns and routine statistics as required for internal and external stakeholders.

- Undertake other duties commensurate with the role to support the Headteacher and the effective operation of the school.

Other Duties

- Attend mandatory training courses, e.g., Child Protection, Equal Opportunities and Health and Safety related courses
- Promote and celebrate an approach of equality, diversity and inclusion for all colleagues, students and external stakeholders.
- Responsible for the health and safety of themselves and others
- Responsible for the safeguarding of and promotion of wellbeing for both children and colleagues
- Be a team player and contribute towards the vision, culture and ethos of the Trust
- From time to time, you may be required to carry out other duties commensurate with the role.

Person Specification

Area to be assessed	Essential criteria	Desirable criteria
Safeguarding	Must be able to demonstrate a commitment to the safeguarding and well-being of children and young people.	
Qualifications/Experience	Must have at least 5 GCSEs at Grade C/Grade 4 (or equivalent) or above, to include English and maths. Experience in a senior administrative, PA or office management role, leading an administrative team.	Experience within an educational setting.
Knowledge/Skills	Excellent written and verbal communication. Advanced Microsoft 365 skills (Outlook, Word, Excel, Teams). Familiarity with school MIS and HR systems (e.g., Arbor, iTrent). Strong organisational skills; able to prioritise and meet deadlines in a fast-paced environment.	



	<p>Understanding of GDPR/Data Protection, FOI and safeguarding protocols.</p>	
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