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| **Job Description** |  |
| This school has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment. |

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| **Post Title** | PA to the Headteacher & Office Manager | **Post No** |  |
| **School** | Hazel Oak School |
| **Salary Band/Range** | Band D |
| **Responsible to** | Headteacher and Business Manager |

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| **DBS Check**  | Enhanced |
| **Special Conditions** | Term Time Only (39 weeks per annum) |

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| **1.** | **Job Purpose** |
|  | To provide a confidential and efficient, quality, secretarial service to the Headteacher and to provide support in the area of Administration to facilitate the smooth running of the school. To ensure the efficient management of the school office function and supervise the work of the other administration staff. To act as a point of contact for the Headteacher and Business Manager and provide advice, guidance and direction to the administrative team as necessary.Including the responsibility for the supervision of the administrative/financial/reprographic staff.  |

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| **2.** | **Key Responsibilities** |
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|  | **2.1** | **Main Duties** |
|  |  | Personal Assistant to the Headteacher * Provide a high level secretarial service to the Headteacher.
* Undertake typing, duplicating and collating and operate school computer and other office equipment including familiarisation with appropriate software systems.
* Maintain the diary for the Headteacher, arranging appointments as appropriate, ensuring that he is adequately briefed on matters to be discussed.
* To prepare interview packs and manage the movement of candidates on interview days ensuring that the office team are fully briefed on their responsibilities.
* Liaise with external agencies, staff, parents and governors on behalf of the Headteacher resolving issues by using professional judgement to alert the Headteacher to potentially important communications.
* Encouraging an alternative course of action by gaining detail of enquiries and identifying and agreeing with caller when queries can be redirected.
* Providing advice and guidance to staff, the office team, external agencies and parents.
* Work with a high level of emotional resilience when fielding calls for the Headteacher or welcoming those attending meetings.
* Apply a high level of competency with regard to providing an all-encompassing welcome, the ability to think critically in potentially crisis situations and to make judgements regarding next steps.
* Forward communication that can be dealt with by others, through delegation
* To assist the Headteacher in organising his administrative workload recommending items to be dealt with in order of priority.
* Handle all confidential correspondents with discretion
* Ensure the maintenance of clear and effective filing, records, and other systems and to keep them updated.
* After discussion, draft as appropriate outgoing correspondence and school documents that are the direct responsibility of the Headteacher
* Arrange meetings and take minutes at senior leadership meetings and occasionally safeguarding meetings.
* Support the Headteacher and other senior leaders in the school with detailed planning of special events such as awards assemblies
* Organise workload and prioritise daily using own initiative and knowledge of the work with minimum direct supervision from the Headteacher
* Work with a high level of resilience to deal with time pressured activities such as deadlines and conflicting demands
* Work collaboratively with others to develop effective professional relationships
* Work as a team member and identify opportunities for working with colleagues and

sharing the development of practise with them.* Respond to unanticipated problems or situations where there are no precedence or procedures to apply
* Apply analytical and judgmental skills where there is a need to interpret information or situations to solve varied problems and develop plans over the short to medium term
* Respond positively with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken.
* Maintain the schools main email account, ensuring clutter is removed before forwarding emails to the Headteacher or other members of staff.
* Alert the Headteacher to any communication or information which may be important.
* Maintain a high degree of confidentiality regarding issues concerning members of staff and pupils.

Office Management* Supervise administrative staff on a day to day basis including managing their personal development. Directing workload and priorities when required, particularly during busy times.
* Undertake appraisals, including monitoring and reviewing, performance management of the Administrative Assistants within the school office, and providing regular feedback to the Business Manager.
* Ensuring induction processes and onboarding are implemented for new staff.
* Responsible for the efficient operation of school administrative functions and systems, ensuring an orderly and efficient working office on a daily basis.
* To check that the appropriate safeguarding practices are being implemented by the office team on a daily basis for all visitors to the school and appropriate records are being kept. Communicating information to the Business Manager for the Single Central Record.
* Assist the Business Manager in dealing with administrative support functions in relation to the induction and training of new administrative staff, i.e. basic work, monitoring of progress, recommendations for continued employment to the Headteacher.
* Liaise with parents, pupils, LA and outside agencies when required.
* To be responsible for delegating tasks appropriately within the team when staff are absent.
* To work closely with the Business Manager to ensure the effectiveness of the administrative support service, for example, working practices, issues, improvements and efficiency.
* To hold regular meetings with team members, in order to brief them on changes within the School, and to discuss allocation of work.
* To have regular meetings with the Business Manager to share school information, updates on the administrative services, practices and policies. To implement changes as requested by the Business Manager.
* Demonstrate initiative in improving the quality of service provided by support staff within the school ensuring deadlines and high standards of work are achieved.
* Identify, give advice on, and as authorised, implement any changes as necessary required in office systems /equipment needs/administrative procedures
* Manage hospitality arrangements, and delegate tasks appropriately to other members of the team.
* Manage fire evacuation policy, updating regularly and ensuring all staff understand their roles.
* To maintain the EHCP consultations database including communicating deadlines for responses to the Headteacher and providing timely reminders, liaise with and respond to enquiries from the Local Authority about consultations on behalf of the Headteacher.
* Agree and prepare paperwork prior to meetings as required.
* Take minutes of meetings, for example, senior leadership, parent, external agencies as required by the Headteacher and prepare an accurate record for authorisation by the Headteacher, distribute in accordance with agreed procedures.
* Ensure any necessary follow up work from meetings is undertaken.

GeneralManage and update SIMS and use to obtain pupil and staff details Assist with the delivery of policies and procedures relating to child protection, health, safety, welfare, security, confidentiality, equality of opportunity and data protection, reporting any concerns to the appropriate person.* Track and identify training requirements for first aid, medication and minibus training and organise as required. Collate records of staff training from CPD sessions.

Maintain and update information within the school handbook and school admissions pack, and ensure staff and parents receive documents in a timely manner. Track and follow-up on non-returns of new starter paperwork. Provide support for any administration linked to Parent workshops, Parents' Evenings, Intake meetingsAssist the Headteacher and Business Manager as required on the preparation and update of school policiesOversee and manage administrative matters including school trips and routine maintenance of office equipmentIn liaison with the Business Manager, ensure that risk assessments for the office area are up to date and followed by staff.To support the wellbeing and pastoral welfare of all the children particularly for children arriving late and also for children who are late being collected.To keep up to date with the educational system and implement new initiatives and systems as required.To oversee the arrangement of transport for children if requiredCo- ordinate school photographer and all matters linked to this* To support the ethos and culture of the school

To carry out any other tasks as reasonable requested by the Headteacher ensuring the efficient and effective running of the school within the range of the salary grade.This is not intended to be a complete and exhaustive list of all duties and responsibilities attached to the post This job is subject to change as the role develops. |
|  | **2.2** | **People** |
|  |  | Create a team culture within the administration team, liaising with the Business Manager and other team members on a regular basis. |
|  | **2.3** | **Safeguarding** |
|  |  | School is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible or comes into contact with. |
|  | **2.4** | **Financial** |
|  |  | Liaise with the Business Manager with regard to policies and financial practices in targeted areas of responsibility.To comply with the Local Authorities Scheme for the Financing of Schools.To comply with the recommendations made by Audit. |
|  | **2.5** | **Buildings & Equipment** |
|  |  | Responsibility for the correct use and handling of equipment. Some responsibility for ensuring that the correct equipment/resources are available for pupil use. Responsibility for promoting ecologically sound use of resources, highlight recycling and ethical choices for all. |
|  | **2.6** | **Health & Safety** |
|  |  | Health and safety laws require all employees to help the School maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the School, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.   All duties and responsibilities must be carried out in line with the School’s Health and Safety Policy and any local safety procedures. |
|  | **2.7** | **Information Management** |
|  |  | As an employee of the School, the post holder will be expected to manage information in accordance with School policies. The postholder will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the Data Protection Act 1998.  |
|  | **2.8** | **Policies & Procedures** |
|  |  | The post holder will be accountable for ensuring that he/she is aware of relevant school policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures. |
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| **3.** | **Other Conditions** |
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|  | **3.1** | **Mobility** |
|  |  | Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the school they may be required. |
|  | **3.2** | **Equal Opportunities** |
|  |  | School is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.  |
|  | **3.3** | **Variations to Job Descriptions** |
|  |  | Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the School therefore retains the right to amend job descriptions to reflect changing requirements.  |
|  | **3.4** | **Training and Development** |
|  |  | The school is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs. |
|  | **3.5** | **Solihull Behavioural Framework**  |
|  |  | The School expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework. |

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| **Compiled/Reviewed by:** | Ellen Barrett |
| **Date:** | 5th October 2022 |

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| Person Specification |  |
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| **Post Title** | PA to the Headteacher and Office Manager | **Post No** |  |
| **School** | Hazel Oak School  |
| **Salary Band/Range** | Band D |
| **Responsible to:** | Headteacher and Business Manager |

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Education & Qualifications** | GCSE Maths & English or equivalent, or NVQ3 in Business Administration or equivalent  | People/Business Management Qualification, or other equivalentICT CertificatesRSA III in typing and/or word processing | Application Form and certificates   |

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| **Skills & Abilities** | High levels of precision and skill in use of Word, Excel, Powerpoint, Microsoft Office, Email and web competent  | Working knowledge of school systems including: SIMS, school meal systems, etc |  |
|  | Ability to take accurate meeting minutes |  | Application/Task |
|  | Ability to manage own workload and use initiative to work independently |  | Application/Task |
|  | Excellent communication and interpersonal skills with the ability to effectively communicate with a wide range of audiences |  | Interview/ Application/Task |
| Ability to organise effective and efficient office systems for record keeping, information retrieval and dissemination of data and documentation |  | Interview/ |
| Skill in managing competing priorities over sustained periods of time, making judgements and adapting to changing circumstances and priorities. |  | Interview/ Application/Task |
| Ability to supervise and motivate staff teams |  | Interview |
| Ability to maintain confidentiality |  | Application/Interview |
| Analytical skills, with an aptitude for problem solving, negotiation and conflict resolution |  | Task/Interview |
|  | Ability to read and understand comprehensive documents and to relay this information correctly |  | Application/Task |
|  | High-level of organisational skills |  | Task/Interview |
|  | Ability to think critically when under pressure and make decisions on next steps |  | Application/Interview/Task |
|  | Good telephone skills |  | Application/Interview |
|  | To be helpful and approachable at all time with excellent people skills |  | Application/interview |
|  | To have a high level of emotional resilience when dealing with challenging situations |  | Interview |
|  | To be able to apply local and national policies, procedures and legislation at an operational level. |  | Application/Interview |

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| **Experience &****Knowledge** | Demonstrable experience of keyboard and word processing skills | * Understanding of Local Government/

SchoolsExperience as PA to senior leaders and Governing Bodies in schools or Academies | Application/Task |
| An awareness of equal  opportunities issues | Interview |
| Experience of attending meetings and taking minutes | Application/Interview |
| Experience of working in a customer focused office environment | Application/Interview |
| Experience of paying particular attention to detail |  | Application/Interview/ Task |
|  | Knowledge of the Data Protection Act for the appropriate handling, management, storage and disposable of information |  | Interview/Task |
|  | Experience of Diary Management |  | Application/ Task |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high quality service to meet customer, organisational and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview | **Core Behaviours** |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all.  | Interview |  |
| **Trust and Respect -**You are aware of your impact on others including confidentiality. You value openness and listen carefully to understand the views of others. You promote the values of diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.  | Interview |  |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |  |

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| **Other Requirements** | * Tactful and courteous
* Open, willing and flexible manner
* Customer focused attitude
* High level of resilience in order to deal with time pressured activities
 |  | Application form and interview |

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| **Compiled/Reviewed by** |  |
| **Date** |  |