

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Personal Assistant (PA) to the Executive Headteacher (EHT)	Post No	
Directorate	Merstone and Forest Oak Schools		
Division			
Band and Salary	Band C (8-14) Incremental progression is subject to performance.		
Responsible to	Executive Head Teacher (EHT)		
Location	Forest Oak School and Merstone School		
DBS Check	Enhanced check for regulated activity for working with Children		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Car User Status	N/A		
Special Conditions			

Role Purpose

To support the EHT in the smooth running of the schools by providing daily specialised administrative, procedural and organisational support

Role Responsibilities

This role will be the first point of contact for others with the Executive Headteacher.

It requires 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.

The post holder requires strong spoken and written communication skills in order to deal with oral or written exchanges between the schools and a range of other audiences, such as the DfE.

A high level of resilience is needed in order to deal with potentially time pressured activities, such as deadlines and conflicting demands.

A high level of emotional resilience is also likely to be needed when fielding calls for the EHT or welcoming those attending meetings.

This post will mainly be based within the schools. However, there may be occasions where there is a need for the post holder to accompany the EHT to meetings in order to provide effective administrative support.

Specialised Administration

- Manage appointments within the electronic diary for the EHT
- Arrange internal and external meetings
- Timely reminders of scheduled meetings sent to those who will be in attendance
- Ensure that appropriate documentation is copied and ready for meetings
- Provide appropriate welcome to visitors, including refreshments and general needs
- Take minutes, if necessary, of meetings, ensuring that minutes are available within a seven-day period for checking by the EHT
- Circulating completed minutes as appropriate
- Liaising with external agencies, staff, parents and governors on behalf of the EHT
- Handle and process confidential email and correspondence in other forms
- Use professional judgement to alert EHT to potentially important communications
- Forward communication that can be dealt with by others, through delegation
- Alert the EHT of anything specific that may potentially be important
- Proofread all communications issued by the EHT, including letters, correspondence and press releases, and draft letters and correspondence as required.

Procedural and Organisational

Recruitment

- Prepare interview packs and provide appropriate welcome to visitors, including refreshments and general needs

Admissions

- Support the EHT with the admissions systems within each of the schools

Website

- Check that statutory documentation is posted onto each of the school's individual websites, in accordance with the statutory time frames
- Notify appropriate EHT if information is missing

Team working and collaboration

- Participate in any relevant meetings and professional development opportunities within the schools
- Work as a team member and identify opportunities for working with colleagues and sharing the development of effective practice with them
- Take part, as required, in the review, development and management of the activities relating to the functions of the schools

Fulfil wider professional responsibilities

- Work collaboratively with others to develop effective professional relationships
- Communicate effectively on behalf of the EHT with staff/parents/carers with regard to pupils' achievements and well-being using school systems/processes as appropriate
- Communicate and co-operate with relevant external bodies
- Make a positive contribution to the wider life and ethos of the schools

Professional development

- Regularly review the effectiveness of procedures, refining approaches where necessary
- Be responsible for improving expertise through participating fully in training and development opportunities identified by the schools, or as developed as an outcome of appraisal
- Proactively participate with arrangements made in accordance with the school's Appraisal Policy

Other

- To have professional regard for the ethos, policies and practices of the schools and maintain high standards of personal attendance and punctuality
- Maintain a high degree of confidentiality with regard to issues concerning members of staff and pupils. Respond positively with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken.
- Perform any reasonable duties as requested by the EHT

Note

This job description is not your contract of employment or any part of it. It has been prepared only for the purpose of this organisation and may change either as your contract changes or as the organisation is changed. Nothing will be changed without consultation.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Minimum of four GCSEs, including English and Mathematics, or equivalent experience.	Possession of specific administration or business qualification Professional qualification in typing and/or word processing	A, I, R, T

Experience & Knowledge	Experience of working in an administration role Experience of working in a fast paced, busy work place Administrative experience in an office environment including agenda preparation and report writing Experience of producing meeting minutes and documents of a high quality. Experience of Diary Management Working as an effective member of a team Knowledge of education and LA based policies and practices in relation to complex administration functions in school	Experience of working as a PA to senior leaders and Governing Bodies in schools/Academies Experience of working in a school Experience and understanding of the personal development review system Working knowledge of school systems including: SIMS	A, I, R, T
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Skills & Abilities	High levels of precision and skill in use of Word, Excel, PowerPoint, Microsoft Office, Email and web competency		A, I, R, T
	Ability to take accurate meeting minutes		A, I, R, T
	Ability to prioritise, manage own workload and use initiative, working independently		A, I, R, T
	Ability to organise effective and efficient office systems for record keeping, information retrieval and dissemination of data and documentation		A, I, R, T

	Ability to maintain confidentiality		A, I, R, T
	Analytical skills, with an aptitude for problem solving, negotiation and conflict resolution		A, I, R, T
	Skill in managing competing priorities over sustained periods of time, making judgements and adapting to changing circumstances and priorities		A, I, R, T
	Ability to think critically when under pressure and make decisions on next steps		A, I, R, T
	Resilience with ability to work to deadlines and deal with conflicting demands Emotional resilience and ability to remain calm under pressure		A, I, R, T
	Excellent verbal and written communication skills, including the ability to draft and proofread accurate, professional correspondence, reports, minutes and communications on behalf of the Executive Headteacher.		A, I, R, T
	Ability to communicate confidently, sensitively and professionally with pupils, parents and carers, staff, governors, external agencies and senior stakeholders.		A, I, R, T
	Ability to manage calls, correspondence and enquiries professionally, exercising sound judgement when screening, redirecting or escalating matters.		A, I, R, T
	Strong diary management and forward-planning skills, with the ability to anticipate deadlines, schedule commitments and ensure that relevant information and documentation are available in advance.		A, I, R, T
	Ability to research, collate, analyse and summarise information accurately for senior leaders.		A, I, R, T
	Excellent interpersonal skills, with the ability to demonstrate tact, diplomacy, discretion and sensitivity when dealing with confidential or challenging matters.		A, I, R, T
	Ability to communicate and relate appropriately, positively and sensitively with children and young people.		A, I, R, T
	Ability to establish and maintain accurate, accessible and secure		A, I, R, T

	electronic and paper-based records and filing systems.		
	Flexible and adaptable, with the ability to respond quickly and effectively to changing, unexpected or urgent situations.		A, I, R, T
		Desktop publishing and basic image-editing skills.	A, I, R, T
		Understanding of school safeguarding procedures and the ability to recognise and report potential safeguarding concerns.	A, I, R, T
		Experience of using school management, safeguarding, admissions or information systems, for example SIMS, Arbor, Bromcom or CPOMS.	A, I, R, T

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
	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
	Responsibility - You take ownership for your work and you use your initiative to deliver. You are accountable for your own performance and development and you take responsibility for your actions and decisions.	Interview

Other Requirements	Willingness to contribute to all areas of school life		
	Suitability to work with Children		
	Commitment to the ethos of the school		

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Compiled/Reviewed by	Executive Headteacher
Date	September 2026

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council 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 Council, 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 Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They 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 Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

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 Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.