

Chellow Heights School



Job Description – Personal Assistant to the Head Teacher – (Level 4 / Band 8)

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.

Officers should not refuse to undertake work, which is not specified on this form, but they should record any additional duties they are required to perform and these will be taken into account when the post is reviewed.

Bradford is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to the Council Services.

The Council is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This role involves engaging with pupils in regulated activity relevant to children.

Prime objectives of the post:

- To provide a confidential, efficient, high calibre and personal service to the Headteacher in respect of all matters.
- As a Personal Assistant, you will work closely with the Headteacher to provide administrative support, usually on a one-to-one basis. As a key liaison between the Headteacher and all stakeholders—staff, governors, parents, and external partners—you will ensure the smooth and efficient management of administrative, organisational, and communication processes, enabling the Headteacher to maximise their effectiveness.
- You will work closely with the Headteacher to help make the best use of their time by dealing with varied administrative tasks including maintaining diaries, arranging appointments, organising meetings, and liaising with staff.

CORE RESPONSIBILITIES

- Provide word processing and administration service to the Headteacher.
- Ensure that correspondence, papers, and other material are produced to high standards of timeliness, accuracy, presentation and are current, accessible, and secure.
- Utilise a wide range of computer software packages to produce high quality presentations, reports, correspondence, and other documentation on behalf of the Headteacher.
- Establish, develop, maintain, monitor, and review personal filing, record keeping and administration systems, whether manual or computerised.
- Arrange travel and accommodation where required.

- Receive and direct incoming/outgoing mail and email and undertake acknowledgements. Prepare standard replies to correspondence. Progress and chase items to ensure prompt reply by staff and keep the Headteacher informed accordingly.
- Manage the diary, schedule appointments, organise meetings and bring forward items of business which assist the Headteacher to prioritise activities make most effective use of time.
- Prepare agendas, service meetings and take minutes as required.
- On occasions, undertake work outside normal office hours to meet the variable nature of workloads and deadlines including attendance at Senior Leadership Team meetings, Open Evening and transition events.
- To liaise with other administration and academic staff to ensure time schedules are met.
- To use discretion when providing information both within and outside school.
- To produce high quality school publications, policies, etc., as required.

RANGE OF DECISION MAKING:

- Act on own initiative and with minimum guidance, to undertake research and compile relevant briefing papers for the Headteacher.
- To exercise personal judgement and discretion within established procedures and practices.
- To decide what matters should be referred to the Headteacher or delegated to others
- To deal with queries, especially in the absence of the Headteacher and decide how to deal with the query and whether it should be referred to another member of staff, i.e., Deputy Headteacher or Assistant Headteacher.

COMMUNICATIONS & LIASON

- Communicate with Parents/Carers and outside agencies where appropriate.
- Publicise school events to the community via our communication channels.
- Ensure good communication with stakeholders through production of letters, use of texts, website etc.
- Liaise with governors, prepare documents, support meetings as required and liaise with the clerk.
- To act as liaison between the school and the Clerk to the Governing Body. Liaise with appropriate outside agencies.
- Manage the complaints process by liaising with the Headteacher and nominated investigating officer, ensuring compliance to policy and timescales, and ensuring effective communication and resolution

WIDER SCHOOL SUPPORT:

- Support the positive ethos of the school by acting in accordance with its values.
- Provide support to staff and students throughout the day by responding to queries and acting on behalf of the Headteacher as required.
- Support and promote the school's ethos and contribute to the overall aims of the school.
- Be aware of, and comply with, the school's policies and procedures and Staff Code of Conduct.
- Contribute to organising School events as required.
- Attend and participate in relevant meetings as required.
- Participate in appraisal, training and professional development as required.
- Carry out other reasonable requests appropriate to the grade.

SAFEGUARDING & CONFIDENTIALTY

- Be aware of and comply with policies and procedures relating to child protection / safeguarding, equality and diversity, health and safety, ICT, security, confidentiality, and data protection, reporting all concerns to an appropriate senior person.
- Maintain the confidential nature of information relating to the school, its students, parents, and carers acting in accordance with the principles of the GDPR and the Data Protection Act 2018 at all times.
- Have up to date KCSIE knowledge
- Promote and safeguard the welfare of children and young people you come into contact with.

Person Specification

Attributes	Category 1	Essential / Desirable	How Identified
Skills	• Excellent communication skills, verbal and non-verbal.	E	AF + Interview
	• Strong English grammar skills with the ability to write a professional letter with a high degree of accuracy and attention to detail.	E	AF + Interview
	• Ability to use appropriate channels for maximum impact: e.g., social media, website.	E	AF + Interview
	• Excellent IT skills: proficiency in Office products.	E	AF + Interview
	• Ability to type efficiently and at speed.		
	• Excellent time management, prioritisation, and organisation skills.	E	AF + Interview
	• Ability to work constructively as part of a team.	E	AF + Interview
	• Ability to work under own initiative.	E	AF + Interview
	• Project leadership skills, managing others to achieve project completion to agreed deadlines.	D	AF + Interview
	• Ability to collect, interpret, and analyse data, such as through surveys.	D	AF + Interview
	• Commitment to high quality customer service.	E	AF + Interview
	• Willingness to contribute suggestions, work proactively, and support school improvement.	E	AF + Interview
Knowledge / Understanding	• Knowledge and understanding of the educational environment.	E	AF + Interview
	• Commitment to safeguarding.	E	AF + Interview

	<ul style="list-style-type: none"> Understanding of marketing and communications. 	D	AF + Interview
Qualifications / Training	<ul style="list-style-type: none"> GCSE Maths & English at grade C or equivalent. 	E	AF + Interview
	<ul style="list-style-type: none"> Degree level qualification. 	D	AF + Interview
Behavioural and other related characteristics	<ul style="list-style-type: none"> Ability to relate well to pupils and adults. 	E	AF + Interview
	<ul style="list-style-type: none"> Ability to work constructively as part of a team. 	E	AF + Interview
	<ul style="list-style-type: none"> Ability to remain calm under pressure. 	E	AF + Interview
	<ul style="list-style-type: none"> Demonstrate good co-operative, interpersonal and listening skills. 	E	AF + Interview
	<ul style="list-style-type: none"> Good sense of humour. 	E	AF + Interview
	<ul style="list-style-type: none"> Flexibility and willingness to accept change. 	E	AF + Interview
	<ul style="list-style-type: none"> Approachable, courteous and able to present a positive image of the school to callers and visitors. 	E	AF + Interview
	<ul style="list-style-type: none"> Ability to self-evaluate learning needs. 	E	AF + Interview
	<ul style="list-style-type: none"> Enthusiasm, determination, and high standards. 	E	AF + Interview
	<ul style="list-style-type: none"> Belief in the value of others. 	E	AF + Interview
	<ul style="list-style-type: none"> Prepared to respect sensitive and confidential work. 	E	AF + Interview
	<ul style="list-style-type: none"> Ability to work proactively and independently. 	E	AF + Interview
Experience	<ul style="list-style-type: none"> Personal Assistant, clerical, administrative work within a school setting. 	E	AF + Interview
	<ul style="list-style-type: none"> Experience of working in a team situation. 	E	AF + Interview
Personal Circumstances	<ul style="list-style-type: none"> Legally entitled to work in the UK. 	E	AF, Selection process checks and interview
	<ul style="list-style-type: none"> Able to perform duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act 2010. 	E	
	<ul style="list-style-type: none"> In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an advanced threshold level. 	E	
	<ul style="list-style-type: none"> Will not require holiday leave during term time. 	E	

FLUENCY DUTY



In line with the Immigration Act 2016, the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level.

Intermediate Threshold Level

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.