

Job Description
Headteacher's PA

Purpose of the Role

To provide high-quality, proactive and confidential executive support to the Headteacher, enabling them to lead Miltoncross Academy with clarity, efficiency and strategic focus. The PA acts as a key ambassador for the school, ensuring exceptional communication, organisation and professionalism across all internal and external interactions.

Key Responsibilities

Executive Support

- **Manage the Headteacher's complex diary**, ensuring time is protected for strategic priorities, leadership commitments and wellbeing.
- **Organise and coordinate meetings, briefings and events (internal and external)**, preparing refreshments, agendas, papers and follow-up actions in a timely manner to a consistently high standard.
- **Handle correspondence and communication (including emails)** on behalf of the Headteacher, drafting responses and ensuring timely, accurate messaging.
- **Act as the Complaints Coordinator, recording and communicating with staff and parents as required and directed by the Headteacher.**
- **Maintain absolute confidentiality** and exercise sound judgement in managing sensitive information.

Operational Excellence

- **Oversee administrative workflows** that support the smooth running of the Headteacher's office. This will include the processing of student suspension documentation in a timely and efficient manner.
- **Prepare high-quality documents** including reports, presentations, letters and stakeholder communications.
- **Support recruitment processes** including scheduling, candidate communication and compliance checks.



- **Coordinate statutory and governance requirements** such as policy cycles, data returns and meeting records.
- Be skilled at Minute taking

Stakeholder Engagement

- **Act as a professional first point of contact** for parents, staff, governors, external partners and the wider community.
- **Model Miltoncross values** in all interactions, ensuring communication is respectful, clear and aligned with school culture.
- **Support the Headteacher's visibility and presence** through effective scheduling, preparation and follow-up.

School Improvement Support

- **Assist with monitoring and evaluation processes** including collating data, tracking actions and preparing summaries.
- **Support whole-school events and initiatives** such as CPD days, celebrations, and community engagement activities.
- **Contribute to a culture of continuous improvement** by identifying opportunities to streamline systems and enhance efficiency.

Main duties and responsibilities are indicated above however other duties of an appropriate level and nature may also be required, as directed by the headteacher. Please note that the post holder may occasionally be required to work outside of normal school working hours for extended school status activities, school events, meetings and emergencies.

Person Specification

Headteacher's PA – Miltoncross Academy

Qualifications & Experience



- **Proven experience in a senior administrative or PA role**, ideally within education or a similarly complex environment.
- **Strong track record of managing confidential information** with integrity and discretion.
- **Excellent written and verbal communication skills**, with the ability to draft high-quality documents independently.
- **Experience coordinating meetings, events and workflows** at an executive level.
- **Competence with Microsoft Office and digital systems**, including calendar management, document creation and data handling.

Knowledge & Skills

- **Exceptional organisational skills** with the ability to prioritise, multitask and meet tight deadlines.
- **High emotional intelligence** with the ability to build trust and rapport across diverse stakeholders.
- **Strong problem-solving abilities** and the confidence to make decisions within agreed parameters.
- **Attention to detail** and a commitment to producing work of consistently high quality.
- **Understanding of safeguarding principles** and the professional responsibilities of working in a school environment.

Personal Qualities

- **Calm, professional and resilient**, especially under pressure.
- **Values-driven and aligned with Miltoncross culture**: inclusive, ambitious, warm and relentlessly focused on pupils and their outcomes.
- **Proactive and solution-focused**, anticipating needs before they arise.
- **Discreet, trustworthy and reliable**, with impeccable professional standards.
- **Flexible and adaptable**, thriving in a dynamic school environment.