

Job Title	Heads PA
School / Department	Support Services – School Based
Responsible to:	Senior School Head
Responsible for:	N/A

JOB PURPOSE

The Heads PA will support to the Head in the effective running and management of the Head's office through the provision of a secretarial and comprehensive administrative service including diary and correspondence management and the appropriate communication and interaction with all staff, pupils, parents and visitors. Support will primarily be provided to the Senior School Head – but diary management and PA support as required will also be provided to the Prep / Junior School Head.

MAIN ACTIVITIES AND RESPONSIBILITIES

- Act as the Head's representative in conversations with staff, pupils and parents as required.
- Assist both Heads to efficiently and effectively manage their time by acting as a 'gatekeeper' using judgement and initiative to prioritise requests for diary slots.
- Facilitate sensitive and difficult conversations with staff, parents and pupils as required
- Diary management, organisation of meetings and minute / note taking for both Senior and Junior School Heads.
- Management and production of correspondence both electronic and paper based keeping all relevant stakeholders informed where appropriate.
- Updating and maintaining records, producing reports where required and highlighting areas of concern to the Head or other senior managers as appropriate.
- Maintain and keep up to date relevant filing and record management systems, regularly archiving files in line with record retention policies and relevant legislative requirements
- Liaise with parents and other external bodies as required on behalf of the Head ensuring all receive an excellent level of customer service and support.
- Provide a point of contact for parents (current and prospective), staff and external agencies wishing to speak to the Head.
- Assist the Head in preparing for meetings (internal and external) , school events and functions through the preparation of agendas, papers / presentations and logistical arrangements (including catering) attending events where required to do so.
- Act as project or event manager for key pieces of work either independently or in collaboration with other staff.
- Act as part of the overall administration resource pool undertaking duties as requested by the School Business Manager.

ADDITIONAL KEY REQUIREMENTS

Managing people and resources (including pupils)

- Ensure all visitors to the Head's office are received politely and directed accordingly.

Communication

- Excellent written and verbal communication skills with a calm, confident, professional and personable manner.

Teamwork and collaborative working

- Ability to build strong working relationships at all levels (including Heads and Governors)
- Ability to work independently and as part of a team

Initiative, problem solving and decision making

- Good time management with the ability to work under pressure and prioritise as necessary.
- A proactive, flexible approach with the ability to plan ahead, think outside the box, identify improvements and seek solutions.

Work environment (including physical & emotional demands)

- The ability to work with discretion at all times ensuring the confidentiality of all written and verbal communication and all records.
- A meticulous level of accuracy and attention to detail in all work and communication.
- The role holder will be expected to work on several issues concurrently and be able to cope with a significant level of interruption and re-prioritisation.

PERSON SPECIFICATION

- Experience of working as a PA / secretary
- Full computer literacy – e.g. Microsoft Office: Word, Excel, Publisher, PowerPoint; Sims; Outlook; and Internet.
- Highly effective written and verbal communication skills – ability to compose letters accurately
- Ability to work on own initiative and make decisions.
- Ability to work as a member of a collaborative team.
- Excellent organisational and planning skills.
- Ability to relate to staff, parents and pupils within the school environment.
- Ability to approach all confidential matters with discretion, sensitivity and diplomacy, preserving the integrity of school information and complying with the requirements of the Data Protection Act.
- Knowledge and experience of whole school procedures, organisation and structure.

SPECIAL REQUIREMENTS

Occasional evening and weekend work to support School events and activities

The successful applicant will be subject to an Enhanced Disclosure DBS check.

EXPECTATIONS OF ALL STAFF

Safeguarding and Child Protection

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the Foundation which support Safeguarding and must act in accordance with the Foundation's Safeguarding and Child Protection policy. Staff will receive appropriate child protection training which is regularly updated.

Health and Safety

The arrangements for meeting the Foundation's health and safety obligations are contained in the Health and Safety policy. This includes the responsibilities of key staff and procedures covering the main activities of the Foundation. All staff are expected to take reasonable care of themselves and those that may be affected by their actions.

Professional Standards

All staff employed by the Coventry School Foundation are expected to exhibit high professional standards which promote and demonstrate the Foundation's core values.

Equal Opportunities

All staff are expected to understand and enact the Foundation's commitment to ensuring equality and diversity in all activities

Dignity at Work

Every member of staff has a responsibility to ensure colleagues are treated with dignity and respect. The Foundation is committed to creating a work environment for all staff that is free from harassment, intimidation and any other forms of bullying at work, where everyone is treated with dignity, respect and professional courtesy.

Dress Code

The Foundation does not operate a formal dress code for its employees other than those who are provided with uniform and/or protective clothing. However, employees must ensure that their dress is professional, reasonably smart and appropriate for the situation in which they are working. All staff should ensure that they present a professional image and one that reflects sensitivity to pupil, parent and visitor perceptions. This may reflect their ethnicity and lifestyle but should not be provocative or cause offence to those with whom they have contact.

Citizenship

All staff are expected to adhere to good citizenship, being generous with help and support to others, collaborating with colleagues and working for the benefit of the Foundation as a whole, in particular working to provide a positive pupil experience and achieving excellence in all the Foundation's activities.

This job description indicates the expectations of staff at this level. Job Descriptions are not exhaustive, and you may be required to undertake other duties of a similar level and responsibility.