



ST JOSEPHS CATHOLIC ACADEMY

JOB DESCRIPTION

POST TITLE: Personal Assistant/Support Services Lead

GRADE: Band 6

RESPONSIBLE TO: Headteacher/CFO

RESPONSIBLE FOR: Admin staff

Overall Objectives of the Post:

To provide professional and confidential personal assistant support service to the Headteacher.

Key Tasks of the Post:

1. You will undertake a range of tasks to support the Headteacher. You will:

- Provide excellent, professional support that is highly valued by our internal customers and all other stakeholders.
- Provide a professional, confident and positive first point of contact, representing the Headteacher to internal and external individuals and organisations.
- Make decisions and take initiative to include working with others and following up actions which may include working with others to complete tasks, all of which will advance the work of the Headteacher.
- Think yourself in the role of the Headteacher and plan diary accordingly.
- Forward plan, draft and deliver briefings to the Headteacher based on anticipating needs.
- To represent and project the highest possible standards to all contacts, consistent with those expected of the Headteacher.
- Demonstrate a high standard of written skills and command of the spoken word.
- Establish and maintain robust monitoring arrangements for key actions and project milestones.
- Organise and produce presentations/briefing notes/reports and provide information for diary appointments.
- Liaise with services and external agencies to compile information and co-ordinate activities and events.
- Provide project support at the request of the Headteacher.
- Undertake specific research, as required, using the internet as well as through the collection of documents/publications etc.

- Ensure the professional running of the Headteacher's office is seamless and highly professional at all times.

2. *You will work with and support the Headteacher through effective and efficient communication.*

- You will communicate information verbally and in writing both internally and externally, often as the first point of contact. This will require building a broad knowledge and understanding of the School to ensure that information, meetings and contact requests are handled appropriately or redirected to the correct person.
- You will communicate and build relationships with a range of different audiences, providing a high level of customer satisfaction. This will include being aware of key relationships and responding appropriately, for example The Governing Body, Diocese/ Local Authority representatives etc.
- You will attend senior leadership meetings, as required; verbally communicate with senior staff, record actions and work across the School to ensure that action points are progressed and timescales are adhered to.
- You will refer complex or specialist queries or issues to the appropriate person.
- You will influence others, for example, when changing meeting dates, or ensuring appropriate representation at meetings etc.

3. *You will develop and maintain an understanding of the School and the different expectations of customers.*

- You will keep abreast of organisational issues, demonstrating knowledge and understanding of the School Development Plan.
- You will support the Headteacher appropriately in the decision making processes of the School.
- You will assess and anticipate customer needs, for example, Headteacher, the Governing Body, senior leaders, parents/carers, external organisations and members of the public.

4. *You will carry out efficient and accurate diary management to:-*

- Achieve the best use of the Headteacher's time.
- Ensure the Headteacher is well equipped for meetings.
- Ensure meetings are held within the required timescales.
- Enable the Headteacher to have planning time.

5. *You will undertake effective Governance of meetings, you will;*

- Produce and co-ordinate the production of agendas.
- Collate and distribute information for meetings.
- Ensure that paperwork is prepared and organised, as necessary, for the Headteacher prior to each meeting.
- Arrange meetings ensuring that all aspects of hospitality are attended to and presentation equipment is in place where required.
- Attend and support meetings, including minute taking, as requested.
- Book conferences, travel and accommodation as needed.

6. You will build and maintain an effective document management system to:-

- Manage an effective 'brought forward' system, ensuring items are dealt with by the appropriate date.
- Check progress of action plans from meetings etc.
- Chase progress of specific documents/requests for information.
- Deal efficiently with all correspondence, ensuring urgent matters are promptly referred and dealt with, including preparing draft responses, as appropriate.
- Maintain the Headteacher's email account ensuring that correspondence is acknowledged and then distributed to the relevant person, for appropriate action.
- Acknowledge complaints and enquiries from parents/carers etc and co-ordinate draft responses.

7. *You will be responsible for developing your work programme. You will:*

- Plan and organise your workload ensuring work is completed to a high standard, on a timely basis.
- Demonstrate total professionalism, propriety and value diversity.
- Make a positive contribution to team working.

8. *You will be responsible for making a strategic contribution. You will:*

- Understand the School's vision and priorities and how your role contributes to them.
- Relate your work to colleagues and leaders across the School.
- Embody the attitude, views and passion of a rapidly changing, progressive School

9. *You will support senior management with administrative procedures, you will:*

- Manage and co-ordinate the School Single Central Record
- Liaise with colleagues regarding the monthly payroll.
- Liaise with Trust staff/take school actions forward to meet the business needs of the school.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: EHN

Date: 12/03/19