



PERSONAL ASSISTANT TO THE HEAD AND OFFICE MANAGER

The Head's PA and office manager plays a key role in enabling the Head to discharge his/her duties and manages the responsibilities of the main school office.

Dean Close Preparatory School is a thriving, co-educational day and boarding school, and currently has 310 pupils between the ages of 7-13. Along with Dean Close Pre-Preparatory School and Dean Close Senior School, the Prep School is set in a beautiful 50-acre site on the edge of Cheltenham town close to the railway station and about 4 kilometres from the M5 motorway. The school is characterised by its strong Christian ethos, evidenced in a warm and friendly environment, where good relationships are viewed as pivotal in enabling the school to fulfil its purpose in providing an excellent all-round education.

PERSONALITY AND KEY SKILLS

- Well-presented and confident in dealing with people at all levels and the ability to deal with difficult situations, maintaining confidentiality and total discretion.
- Ability to work in a busy environment, as part of a team and remain calm under pressure.
- Good organisational skills, with strong attention to detail, accuracy and an ability to multi-task and prioritise.
- Ability to think ahead and be proactive, along with the ability to meet deadlines.
- A lively, cheerful personality, with the ability to be flexible during busy periods and to work as part of a team
- Good literacy skills to prepare correspondence and reports are vitally important. Shorthand would be desirable.
- Confident and experienced in MSWord, good typing skills, Outlook and mail merge experience preferred.
- Able to manage diary confidently and ideally have some experience at organising events.
- Database knowledge and conversant with Data Protection legislation.

PERSONAL ASSISTANT TO THE HEAD - MAIN DUTIES

Principle role

- To generate an environment of efficiency and provide a warm welcome at all times.
- To act as first line contact for the Head, using discretion and tact to ensure visitors receive a professional response, and are dealt with by the appropriate person.
- To show absolute confidentiality and discretion at all times.
- To cover routine events or emergencies with equilibrium, confidence and style.

To take a proactive role in the management of the diary

- Adding entries as required.
- Keeping diary free/protecting time as required (report writing, supporting school events etc).
- Making sure school events are entered into the diary as far in advance as possible (especially beginning and ending of terms).



- Thinking ahead for the Head, anticipating his/her needs and arranging things accordingly (e.g. providing paperwork before meetings, booking travel and accommodation where required).
- Meeting/greeting Head's visitors.

To manage the Head's office emails and telephone calls

- Oversee the Head's school email accounts, prioritising, responding and filing where necessary.
- Good telephone manner in dealing with a range of callers.
- Taking calls for the Head - either transferring to the Head or taking messages and following up.
- Giving out information as necessary (e.g. Head's movements throughout the day/when he will be available).

Sharing receptionist's duties with School Secretary when they are unavailable

- Deal with a substantial variety of enquiries.
- Where time permits, assisting with large projects.

Any other projects/committee work generated by the Head

- Management of minutes and agendas for those committees that the Head attends or convenes.
- Order items for Head (e.g. flowers/books/subscriptions).
- Information gathering for School Inspection and up-dating the ISI website.
- Involved in aspects of staff recruitment such as meeting and greeting, ID document checking of candidates arriving for interview.
- Line Manager for Office Secretary and other front office staff.
- Collate termly Governor/Trustee reports.
- Proactive role in organising necessary items for Speech Day and other main events – i.e. sending out invitations, designing and collating lunch invitations for VIPs, maintaining RSVP lists of external invitees and staff attending, organising catering requirements.
- Deal with daily correspondence as requested by the Head, maintaining confidentiality at all times.
- Application for, and related administration of, Disclosure and Barring Service (DBS) checks on newly appointed staff.
- Opening the Head's school post and dealing with in Head's absence.
- Drafting responses for the Head's signature.

Liaison with Head's Wife/Husband

- Informing her/him of updates in Head's diary to avoid clashes.
- Informing her/him of any School events of which she requires knowledge.
- To assist in arrangement of social functions.

AS REQUIRED

The usual office duties, some of which are shared with other front office staff, including:

- Management of the Head's mailing lists and parent database records.
- Distribution of Head's invitations and collation of replies.
- Creation and attachment of labels for Head's mailings, such as Christmas cards.
- Checking email and distributing or responding as necessary.
- Monitoring HM budgets& itemising credit card expenses.



OFFICE MANAGER – MAIN DUTIES

The Office Manager is responsible for all administration functions within the running of this busy school. The duties carried out by the School Office are wide and varied, encompassing both basic and complex responsibilities. Some of these duties are also carried out by the School Secretary, as and when appropriate as they are on-going daily events.

- Oversee and control office functions as provided by its team members:
 - All staff within the School Office have a 'reception' role and first point of contact for visitors – including telephone answering service - ensuring the provision of an efficient and helpful response to pupils and visitors.
 - Supervision and training of part-time administrative staff and 'Gappers' (young people – often from overseas - on a 'Gap Year' placement) in the following areas:
 - Basic clerical work i.e. use of photocopier
 - Copying and distributing bulk communications and external mail within School as a whole
 - Filing (pupil and general administration files)
 - Database input
- Communication with a wide range of people – internal and external:
 - Admissions and Marketing Department(s)
 - Trustees
 - Parents
 - Teachers
 - Pupils
 - Estates Department
 - Catering Department
 - Bursary / Finance Department
 - Medical Centre / Matrons
 - Reprographics Department
 - Outside agencies – e.g. governmental departments, other schools, ISC (*Independent Schools Council*)
- Ensure legal responsibilities are adhered to regarding pupil registration / school attendance.
- Monitor absenteeism and statistical analysis for DCSF (*Department for Children, Schools and Families*).
- ISAMs database– update / manipulation / use of i.e.
 - Transferring manual data about pupils into computerised school management systems.
 - Regular maintenance and up-dating of the pupil database.
 - Input data to the computerised systems in accordance with agreed procedures.
 - Interrogation and manipulation of database information to produce reports and lists. E.g. class lists / year lists / house lists for use by all staff (academic and support) and to fulfil Health and Safety, and Fire regulations.
- Establish and maintain filing and accurate record systems (including some financial records).
- Produce weekly newsletter 'Hermes'.
- Collate Tier 4 and Tier 2 information.



- Familiarity with Child Protection requirements, as outlined in the School's Child Protection Policy, and compliance with its requirements to safeguard and protect the welfare of all pupils.
- Comply with occupational health and safety regulations and show due regard for the provisions of the Health & Safety at Work legislation.
- Word processing, copying and distributing bulk communications (clarion calls), including standard letters, to parents and pupils.
- Take notes at weekly staff meetings.
- Produce Half-Term and End-of-Term Mailings to parents, Trustees and staff.
- Deal with routine correspondence and enquiries from pupils, parents, employers, outside agencies and staff.
- For the School Office, the ordering of all stationery, supplies and equipment, including bulk buying of copier paper, photocopier and printer consumables.

OTHER

Carry out any other duties as directed by the Head commensurate with the general level of responsibility of the post. Whilst every effort has been made to explain the main duties and responsibilities for the post, each individual task undertaken may not be identified. This job description is current at the date shown but, in consultation with the post holder, may be altered by the Head to reflect or anticipate changes in the role.

PROBATION/APPRAISAL/REVIEW

- A probation period of 6 months will be served prior to signing of a full contract.
- These duties will be reviewed once a year and updated as necessary and an appraisal will be carried out by the Head.

HOURS & HOLIDAYS

- Start date: beginning of October 2017
- This is mainly a term time role and involves working Monday – Friday (occasional Saturdays may be required for Open Days etc) from 8.30am until 5.00pm (40 hours per week). A half hour (unpaid) lunch break can be taken each day, to be taken by arrangement with other office staff to allow for continuous cover.
- Holiday hours - working hours during the school holidays can be managed flexibly, as agreed with the Head, but the jobholder will be expected to ensure that emails and phone messages are dealt with from time to time during the longer breaks.
- Holidays – eight weeks' holiday (40 days) may be taken during the School holidays by agreement with the Head but **excluding the following**:
 - first 2-3 days after term ends in March/April, July and December
 - first 2-3 days before term begins in January and April and the week before term begins in September
 - 1-2 days per half term (February, May/June and October)

The Dean Close Foundation is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and a Disclosure and Barring Service check.