

# JOB DESCRIPTION

## PA TO DEPUTY HEAD MASTER/SMT OFFICE MANAGER



HARROW  
SCHOOL

DEPARTMENT	Senior Management Team (School office)
REPORTS TO	Deputy Head Master
RESPONSIBLE FOR	N/A
ISSUE/REVISION DATE	Revised July 2017

## BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 300-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 300 support staff.

The Deputy Head Master has overall responsibility for running and monitoring the School and the relationships between its academic, pastoral and extra-curricular aspects. He also deputises for the Head Master.

The role of PA to the Deputy Head offers the opportunity for involvement at the heart of the School's business in a busy, challenging and continually changing environment.

The role requires first-class judgement, a pro-active approach, high levels of tact, discretion, initiative, personal organisation and great flexibility as well as an ability to prioritise and work to deadlines. The ability to maintain confidentiality is critical.

## THE ROLE

To provide professional, confidential secretarial and administrative support to the Deputy Head, the School's Chaplains and members of the Senior Management Team (SMT), facilitating effective communication with pupils, parents, staff, Governors, visitors and external agencies.

As a key member of the secretarial team for the SMT, the post holder will also coordinate the smooth running of the SMT office.

*This is a term time only position, plus two weeks at the end of the summer term, one week before the start of the autumn term, one week after the end of the autumn term and one week at Easter – a total of 38 working weeks per year.*

## KEY RESPONSIBILITIES AND DUTIES

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This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

- Pro-actively manage incoming correspondence, emails and telephone calls, identifying priority items, taking action where possible and drafting responses. Take the initiative to ensure that all enquiries are dealt with effectively.
- Using IT skills, assist the Deputy Head with the preparation of correspondence, briefing papers, policies, reports and presentations.
- Make judgements about matters to be dealt with by the Deputy Head and those which can more appropriately be dealt with by other members of SMT/Heads of Department.
- Pro-actively manage the Deputy Head's diary to provide an accurate and reliable schedule, ensuring that all appointments are managed and conflicts resolved, alerting him to meetings and other appointments in a timely fashion.
- Ensure that relevant inspection documentation is kept up to date (including the Masters' Handbook) and provide support in the run up to and during inspections.
- Coordinate the Calendar, Regular Events and Forward Planner for the following term and ensure the current Calendar is up to date. This includes all tasks associated with the Calendar function such as uploads to Sharepoint, Calendar meetings, reminder emails to attendees, room bookings, queries and changes following Calendar updates, dealing with IT requests and security requests for locking and unlocking).
- Support the production of the Meetings and Deadlines list by assisting the Secretary to the Director of Boarding and the Senior Tutor as required.
- Prepare Academic Notices email as well as start-of-term and end-of-term notices. Responsibility for preparation of 'The Week'.
- Coordinate and provide support at meetings, including scheduling, arranging catering or providing refreshments, preparing and circulating documents, note- or minute-taking and any follow-up action.
- Organise and coordinate parents' meetings.
- Make appointments for boys and look after parents who visit the Deputy Head. Following meetings with boys and parents, carry out the relevant administrative processes.
- Maintain effective filing of both paper and electronic materials.
- Organise travel, associated bookings, correspondence and itineraries.
- Assist with the management and coordination of specific School events such as Speech Day tickets for parents, Songs and School Fireworks Display.
- Complete whole-School surveys including those for the ISC and DfE.
- Maintain up-to-date knowledge of School procedures, processes and current initiatives, projects and issues, particularly those relevant to the Deputy Head and SMT.

### SMT/Chaplain Support

- Provide, as required, a confidential secretarial and administrative service to the School Chaplains, the Director of Shaftesbury Enterprise and members of the SMT.
- Cover for other secretarial staff in the SMT office, being mutually supportive and covering duties during colleagues' absences and at times of additional pressure.
- Support the Director of Boarding and Senior Tutor during the School holidays when they are without dedicated secretarial support.

## **Office Management**

- Ensure that levels of general stationery and other items for the SMT office are maintained.
- Ensure that office equipment is maintained and any faults reported promptly.
- Liaise with IT and Estates Helpdesks in relation to any problems affecting the SMT office.
- Keep up-to-date absence records for the SMT secretariat.

## **Communication**

- Welcome and look after visitors to the SMT office, always promoting a positive image of the School.
- Liaise closely with other members of the SMT secretariat and maintain regular contact with the Head Master's secretarial team to ensure a coordinated approach is adopted.
- Communicate across the team to ensure the Deputy Head is kept in the loop with any developments that need dealing with swiftly.
- Ensure relevant information is uploaded onto the School intranet.
- Deal with confidential issues at the Deputy Head's direction.
- Treat all conversations and meetings with the Deputy Head, Chaplains and SMT members with discretion and confidentiality.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an Enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team.

## PERSON SPECIFICATION – PA to Deputy Head Master/SMT Office Manager

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All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**.

Post holders/candidates will be expected to demonstrate the following:

### QUALIFICATIONS, EDUCATION AND TRAINING

#### ESSENTIAL

- A good standard of education and high standard of written and spoken English.

#### DESIRABLE

- Demonstrable experience of working in a PA or senior secretarial role.

### KNOWLEDGE AND EXPERIENCE

#### ESSENTIAL

- Similar experience in an educational environment.

#### DESIRABLE

- Excellent IT skills including proficiency in the use of MS Office (especially Word, Excel and Powerpoint), databases, email and internet.
- Effective written and verbal communication skills with the ability to draft own correspondence with fluency and accuracy.
- Ability to proof read with excellent attention to detail.
- A flexible and responsible approach to changing priorities with the ability to remain calm under pressure and deal with unpredictable requests and interruptions.
- Demonstrable administrative, organisation and planning skills.
- Pro-active, with the ability to work on own initiative and be decisive.
- An awareness of customer care and the ability to build and maintain successful working relationships and communicate effectively with colleagues, boys and parents
- A willingness to challenge constructively the work of self and others to continually improve own and SMT office team performance.
- Capacity to develop quickly a working knowledge of the relevant policies, systems, protocols and procedures within the School.
- Ability to maintain confidentiality in respect of pupil and staff information and to approach all confidential matters with discretion, sensitivity and diplomacy.
- An understanding of, and sympathy with, School values and a willingness to get involved in all aspects of School life.
- Ability to relate to young people.

### PERSONAL ATTRIBUTES

- Positive and cheerful with a high standard of personal presentation. Creative and resourceful. A flexible and adaptable team player who sets exemplary standards and takes responsibility for own actions.