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| Executive Assistant to the Executive Headmaster and Head of the Senior School |
| **Purpose** |  |
| **Starting Date****Accountable to** | September 2019 or as soon as possible thereafterThe HeadmasterThe EA to the Executive Headmaster and the Head of the Senior School is responsible for acting as the first line of contact for the Executive Headmaster and the Head of the Senior School, their diary management, the maintenance of administrative systems and filing, and for general secretarial and administrative duties. The incumbent of this position comes into contact with a wide range of adults and pupils and provides a warm welcome to visitors and other contacts whilst operating at the highest professional standards in support of the Headmaster. |
| **Responsible for** | * To provide confident interaction with colleagues, members of the extended school community, parents, pupils and visitors. The Heads’ EA is a key element of the face Ashford School presents.
* To act as first line contact, using discretion and tact to ensure telephone callers and visitors receive a professional response, and are dealt with by the appropriate person.
* To generate an environment of efficiency and provide a warm welcome at all times.
* To act as an important conduit between the Governors, United Learning Trustees and Officers as well as Parents, Alumni, Staff and Pupils.
* To support the School’s leadership, contributing to discussion and taking and circulating minutes of weekly meetings.
* To assist in maintaining a smooth-running and efficient office by dealing with all administrative functions and anticipating and scheduling regular events and meetings, minuting the latter where appropriate.
* To provide support in producing written paperwork for meetings and the Governing Body.
* To take minutes of the Governing Body meetings, including the sub-committees.
* To liaise with members of the academic and non-teaching staff as appropriate.
* To organise day-to-day time management and to provide support with email and written correspondence.
* To organize and manage paperwork adhering to Data Protection regulations, including GDPR.
* To organize all formal communications including, performance review and probation correspondence.
* Support with policies and procedures including updating and proof-reading where necessary.
* To cover routine events and emergencies with equilibrium, confidence and style.
* To facilitate positive relations with appropriate associations and professional bodies (including ISI, HMC, AGBIS).
* To maintain the school’s complaints log.
* To take a prominent role in organizing key events, including Prize Giving.
* To oversee both Heads’ travel arrangements, trains, flights, taxis, dates, etc.; for UK and overseas trips.
* To attend relevant training opportunities as requested.
* To show absolute confidentiality, integrity and discretion at all times
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| **Core Behaviours** | **Planning and Organising -** Managing time, competing priorities and resources in a structured way. |
|  | * Involves others in planning, putting self in the shoes of stakeholders.
* Build sufficient time in plans to manage both process requirements and stakeholder engagement needs.
* Accurately estimates resources and time requirements required to achieve plans.
* Uses appropriate programme and/or project management methodologies to ensure outcomes and promises are met.

**Communication and Influence** Presenting information verbally or in writing to improve understanding, influence outcomes and foster engagement and support. |
|  |  Raises pertinent issues with manager or management team in a concise way without going into unnecessary detail.* Thinks through audience and personal impact, using appropriate communication style, body language, and sense of dress to suit the situation.
* Uses an inclusive style when running meetings, clarifying understanding, minimising the use of jargon and summarising key points.
* Delivers effective presentations through detailed planning and preparation.

**Accountability -** Being responsible for one’s own actions, seeing things through, doing what we say we will.Self-motivated with the ability to manage own workload and work to strict deadlines with minimum supervision.* Holds self and others accountable for adherence to United Learning’s policies, procedures and responsibilities.
* Monitors and evaluates plans, addressing risks at all times.

**Learning Focus** - Continually learning and improving own knowledge and understanding. The ability to assimilate and apply new information and the lessons of experience.**Customer Focus -** Understanding and responding to customer needs (either internal or external customers), demonstrating a passion for high quality customer service and placing the customer at the very heart of what we do.Defines his or her work in terms of results and outcomes achieved rather than time spent.* Does not give up before finishing, even in the face of significant resistance or setbacks.
* Sets high standards, pushing self and others for results, seeking continuous
* Improvement.
* Finishes work to a high standard, is not satisfied with ‘simply finishing’ something.

**Developing and Recognising Others -** Nurturing the skills, behaviours, talent and potential of individuals and teams through training, development, coaching and feedback – acknowledging and valuing the contribution they make* Encourages growth, development and positive relationships internally, across departments
* Creates a supportive and challenging environment, helping team members to maximise their potential.
* Takes time to coach, support and encourage staff and teams to reflect on and improve performance.
* Develops a variety of team-based reward ideas.

**Leading and Empowering -** Creating a compelling future for colleagues: motivating and encouraging commitment and involvement through delegation, support and coaching.* Delegates tasks, releasing authority and risk, accepting mistakes may be made.
* Opens up personal networks to others, creating new connections and relationships.
* Engages with, communicates and supports corporate decisions.

**Managing Business Performance -** Setting and managing clear and stretching performance expectations for individuals, teams and partners – accepting accountability for own results and those of the team.* Maintains constant focus on current performance and future goals regardless of circumstances.
* Changes roles, responsibilities and processes to deal with issues.
* Takes accountability for improving performance of the team.
* Manages projects, risk, finances, and other resources effectively.
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| **Salary & Terms** | Circa £33,000 dependent on experience, skills and knowledge. This is a full-time appointment.30 days holiday to be taken during the school holiday period. |
| **Person Specification** | **Essential*** Proven track record of successful support to a senior manager/Chief Officer/Director.
* Excellent organizational skills with excellent attention to detail and written accuracy and fluency.
* The ability to work independently and exercise initiative.
* Excellent literacy skills to prepare correspondence and reports and maintain records to a high standard.
* Ability to present information in a clear and appropriate manner.
* Ability to prioritise a busy and varied workload to meet strict deadlines with minimal supervision.
* Proactive and forward thinking.
* Ability to analyse situations and possible outcomes to establish the most effective policies and procedures to meet organisational boundaries.
* Effective communication, influencing and persuasion skills together with evidence of success in building and forming working relationships across professional and operational boundaries.
* Excellent telephone manner in dealing with a range of callers and the ability to calm potential situations of conflict.
* Ability to use judgement when dealing with a wide range of enquiries and different levels of people both within and outside the School.
* High levels of empathy, courtesy, loyalty, tact, warmth and good-humour
* Experience of taking accurate minutes of meetings and prompt production thereof.
* Flexibility to work occasionally early or late and at weekends as necessary. Time off in lieu/overtime would be taken during the school holidays in such circumstances.
* An appreciation of a school setting and in particular, Ashford School and its history.
* Excellent MS Outlook, Word, Excel and PowerPoint skills.
* IT literate with a typing speed of 50+ wpm.
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**Desirable**

* Previous experience of working in a School environment
* Previous experience of using a Management Information System
* Willingness to attend after School activities and meetings.

**Technical Skills/ Professional Qualifications**

As a minimum;

* GCSE English (A\* - C grade)
* High level IT and Communication skills
* Able to Drive (Ashford School has two sites which are 10 minutes’ drive apart.
* Evidence of further qualifications.

June 2019