**PA TO THE OPERATIONS DIRECTOR**

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| Job title: | PA to the Operations Director |
| Location: | Emanuel School, Battersea Rise, London, SW11 1HS |
| Job purpose: | The Operations Director is responsible for ensuring the school’s estate is maintained and developed to a high standard, and its major infrastructure projects are achieved. In addition, the Operations Director oversees Health & Safety, other revenue streams and commercial opportunities including Development, Business and Lettings, and overseas partnerships.  The PA to the Operations Director will provide professional administrative support to the Operations Director and Business & Lettings Manager, and to line manage the Resources Office and Reception staff. |
| Reporting line: | Direct report: Operations Director  Indirect report: Business and Lettings Manager |
| Direct reports: | Receptionist (full time, term time) and Resources Officer (full time, year-round). |
| Hours: | 8.00am – 5.00pm, Monday to Friday in term time. 9:30am to 4:30pm, Monday to Friday during school holiday periods. This is an all-year round position, working during term time and school holidays. Occasional Saturday mornings and evenings may also be required. |
| Salary: | Competitive, depending on the skills and experience of the postholder. |
| Benefits: | * A generous annual leave allowance (33 days plus UK Bank Holidays). * Defined pension contribution scheme, with up to 14% employer contribution and life insurance cover. * The school operates salary exchange, and any employer National Insurance savings are passed back to staff as an additional pension contribution. * Free lunches. * Simply Health healthcare plan, including flu jabs, online GP service and counselling. * Discounts in local shops, restaurants and businesses. * Season ticket loans and ride to work scheme. * Training and development support. |
| Closing date: | Sunday 29 June 2025 |
|  | ***Do note that interviews may be held at any stage after applications are received, so candidates are advised to apply as soon as possible.*** |

**Key Responsibilities and Accountabilities**

***Administrative support to the Operations Director***

1. Providing a high standard of administrative and management support for the Operations Director in order to assist in the running of all their activities; working under their supervision but expected to use considerable initiative to perform delegated duties, seeking advice where appropriate.
2. Preparing routine correspondence using own initiative, and less routine from notes/drafts.
3. Managing the Operations Director’s appointments, diary and travel arrangements, ensuring their time is used in the most effective way.
4. Ensuring that the Operations Director is informed of, and prepared for, all forthcoming meetings, visits, events, issues and important diary dates, liaising closely with IT, Estates, Events and Catering departments and Reception, Library and Gatehouse staff. as required.
5. Co-ordinating, producing agendas and taking minutes at key internal and external Committees (including Estates, Health & Safety, and any other committees as requested by the Operations Director) and producing accurate written records for distribution.
6. Maintaining/improving the Operations Director’s filing set up, with accurate reference systems, digitising and streamlining as appropriate.
7. Organising meetings between members of staff and the Operations Director when requested.

***Administrative support to senior support staff***

1. Providing a high standard of administrative support to other senior school staff, including the Lettings Manager.
2. Co-ordinate all documentation relating to a letting on behalf of the lettings manager ensuring all documentation is obtained prior to a letting and save in the appropriate files.
3. Input the hires/events/session times onto relevant booking systems.
4. Occasional research, through internet, telephone enquiries, and gathering details from Emanuel staff.
5. Ensure that accurate records are kept of all lettings, revenue expected and invoices are sent out.
6. Communicating and liaising with Emanuel staff to keep them abreast of the details of letting events
7. Provide support to the Health and Safety Adviser in the coordination and delivery of key compliance activities. This includes assisting with the organisation of fire marshal and first aid training and minibus compliance. The role will involve supporting other health and safety-related tasks as required.

***Communications***

1. Responding to contact from external stakeholders, deciding how to screen, delegate or handle enquiries and using discretion about providing appropriate information.
2. Maintaining good and regular communications with the United Westminster and Greycoat Foundation office.
3. Welcoming and looking after external visitors on behalf of the Operations Director, ensuring that they receive a positive impression of the school.
4. Responding to academic and support staff about a range of issues.
5. Drafting and sending out the Operations Director’s correspondence.
6. Maintaining and promoting the school’s corporate identity and brand.
7. Prioritising, handling and distributing the Operations Director’s outgoing correspondence.
8. Managing the Operations Director’s email communications securely when directed.
9. Establishing a business-like office environment and promoting good communications with all areas of the school, including teaching and support staff.
10. Liaising with all lettings to ensure that all documentation is received on time and changes to dates and times of lettings are notified in a timely manner to the Lettings Manager and Finance.

***Reception and MRO***

1. Line management of the Receptionist and Resources Officer.
2. Arranging any working time for the Receptionist, and annual leave for the Resources Officer during the holidays to ensure a consistent service to the school, including cover for evening events, after-school meetings and A level and GCSE results days etc.
3. Undertaking appraisals, induction and probation processes.
4. Providing any pastoral or performance support where necessary.
5. During periods where the Receptionist is absent, to arrange cover using existing staff, or agency staff (with the HR Advisor).
6. To develop a rota system to ensure that Reception cover is fairly distributed between the administrative staff.
7. To oversee the Resources Officer, Sports Graduates and Sports Hall Administrator during the periods that they cover Reception.
8. To communicate to the school during any periods of unexpected absence and arranging the completion of urgent outstanding tasks in the MRO.
9. To arrange cover for pupil absence checking when the Resources Officer is unavailable.

***Projects***

1. Leading/participating in school projects using own initiative, keeping to agreed deadlines.
2. Undertaking research and planning as required to support projects and events.
3. Challenging working practices and processes to make improvements.

***General***

1. Maintaining absolute confidentiality in all aspects of work.
2. Playing an active and full part in the life of the school community.
3. Co-ordinating holidays with the administration team, to ensure good cover.
4. Complying with relevant Emanuel policies and procedures, including safeguarding procedures, at all times.
5. Undertaking any other tasks requested by the Operations Director or a senior colleague that is within the individual’s abilities.

***This job description should be seen as enabling rather than prescriptive and will be subject to regular review as the needs of the school evolve. You will be required to undertake other comparable duties as the Deputy Head, Headmaster or senior colleague may require from time to time.***

**Person Specification**

The attributes below give an indication of the type of person who may succeed in this role. However, we always consider positively people with backgrounds in different sectors or with the skills/experience that may help them to bring a new perspective to our work. When applying, please do set out clearly how the knowledge, skills and experience that you bring would help you to achieve in this important and significant role, whatever your prior experience**.**

Qualifications and knowledge

* Degree level qualification (or experience that demonstrates equivalent abilities) *(essential)*
* Proficient knowledge of Microsoft Word, PowerPoint and Excel and SharePoint *(essential)*
* Professional qualification relevant to the role, or intention to study towards (*desirable*)
* Thorough understanding of safeguarding

Experience

* Experience of successfully providing senior PA support (or equivalent) *(essential)*
* Experience of efficient and effective organisation and management systems *(essential)*
* Experience of minuting Committees *(essential)*
* Experience of minuting formal meetings with a financial focus *(desirable)*

Skills

* Excellent interpersonal skills; ability to relate well to people on all levels *(essential)*
* Excellent written and spoken communication skills; the ability to articulate and communicate clearly in a professional manner *(essential)*
* Ability to effectively plan, resource and organise projects and tasks *(essential)*
* Fast accurate typing skills (at least 50 wpm) *(essential)*
* Strong attention to detail *(essential)*
* Proven intermediate level (or higher) IT and administration skills, including all MS Office applications *(essential)*
* Excellent problem-solving skills and ability to prioritise and use initiative in challenging situations *(essential)*
* Provide high-level, resilient support to the Director of Operations, effectively managing competing priorities, handling sensitive issues with discretion, and remaining calm and solutions-focused in a fast-paced, high-pressure environment. *(essential)*

Personal competencies and qualities

* Discreet and able to handle work of a highly confidential nature *(essential)*
* Willing to be flexible and pragmatic when things change *(essential)*
* Commitment to a safety culture *(essential)*
* Approachable, friendly and well presented *(essential)*

*Please note that as part of our safeguarding policy, applicants will be required to undertake screening relevant to the post, including checks with past employers and the Disclosure and Barring Service.*