

Norwich School

Executive Personal Assistant to the Head



Job Description

Job Title: Executive Personal Assistant to the Head
Reports to: Head

Overall Requirements

To provide effective professional administrative support for the Head, requiring confidence and diplomacy to communicate effectively with staff, governors, visitors, parents and pupils.

Specific Responsibilities

- Ensure a high standard of administrative and management support for the Head, in order to assist in the smooth running of all his activities, working under his supervision but expected to exercise considerable initiative in performing delegated duties, observing confidentiality and seeking the necessary advice, where appropriate.
- Produce accurate and high-quality policy documents, briefing papers, reports, presentations etc, as required.
- Manage all correspondence in all its forms, both internal and external, dealing with emails, letters, taking dictation and minutes, as appropriate.
- Support the Head's activities in respect of external organisations with diary planning, arranging and minuting meetings and liaison with stakeholders.
- Organise all aspects of the Head's diary, including appointments, travel arrangements and appropriate paperwork.
- Monitor the Head's email inbox and ensure that appropriate items are passed on, actioned or delegated, as appropriate.
- Act as the 'quality control' in respect of all letters and documents produced by or for the Head.
- Deal with parent and other external stakeholder queries – especially in the absence of the Head and screen telephone calls, emails, enquiries and requests and handle them or delegate to others as appropriate, using discretion in providing information both within and outside the school.
- Receive telephone calls to the Head, providing assistance where possible and referring more complex enquiries to the relevant Senior Leadership Team (SLT) / Senior Management Team (SMT) member or other member of staff, ensuring action is taken and reporting results to the Head.
- Establish a business-like office environment and promote good relationships between SLT / SMT members, teaching and support staff, governors, pupils, parents and all other stakeholders and visitors.
- Be responsible for maintaining and enhancing efficient filing and documentation retrieval systems for the Head, including an effective bring-forward system
- Alert the Head well in advance of approaching issues and/or events.
- Ensure that bulletins from educational associations (ISI, HMC,ASCL) are forwarded for the Head's consideration.
- Act as a central point of contact for projects which may be delegated by the Head and to lead and participate in school projects using own initiative and keeping to agreed project deadlines.
- Assist with preparation for the Head's teaching commitments.
- Attend appropriate meetings with the Head in order to facilitate note taking and record keeping.
- Oversee meetings, ensuring the relevant papers and documentation are compiled or received in advance to enable the Head time to prepare.
- Work with the HR team to coordinate and facilitate the recruitment of teaching staff and assist with the Staff Development process.

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- Hospitality – Oversee hospitality offered by the Head on behalf of the school, termly hospitality schedule, booking forms for all events, flowers, invitations, menus (dietary requirements), table plans.
- Engage in the organisation of major school events such as Prizegiving, Carol Service, Sports Day and Admissions events, ensuring compatibility with the Head's diary, invitations to guests of the school and smooth running of events.
- Co-ordinate with the Head over flexible working and annual leave during school holidays, aiming to synchronise with his dates where possible, for example avoiding key events such as Results Days in the second half of August.

Safeguarding

- The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment
- Understand and implement the Child Protection Policies of the school and attend related training.
- Promote and safeguard the welfare of children and young people and ensure that all staff and volunteers share this commitment.

Other

- Participate in training and other learning activities as required; and in the Staff Development Review process.
- Undertake other similar duties and activities that fall within the band and role; and any other duties as may be reasonably required by the Bursar or the Head.

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Person Specification

	Essential	Desirable
Experience and Qualifications		
Excellent personal assistant experience	X	
Experience of maintaining and developing electronic and manual records and data	X	
Advance level knowledge of Microsoft Office software: Word, Excel, Powerpoint & Outlook	X	
Good working knowledge of iSAMS (pupil database)		X
Experience of website content management software		X
Skills and competencies		
Excellent communication and presentation skills	X	
Excellent organisational and interpersonal skills	X	
Ability to interpret and analyse data	X	
Maintain confidentiality	X	
Strong customer focus	X	
Effective time management skills and the ability to balance competing priorities and achieve deadlines	X	
Personal Qualities		
Understand and comply with Child Protection procedures	X	
Flexibility in working hours to meet the needs of the busy Head's Office especially during term time	X	
Positive, proactive, helpful, professional and enthusiastic in attitude	X	
Ability to work with a wide range of people: staff, parents and pupils	X	
Ability to work on own initiative and deliver a high level of service without requiring precise direction at every stage	X	
Ability to exercise judgement and know when to seek advice	X	
Attention to detail	X	
Ability to display a calm, tactful and responsible attitude	X	
Ability to work both independently and as part of a team, working co-operatively and sensitively with others	X	
Flexible approach and the ability to adapt to changes in working methods and approaches	X	
Willingness to participate enthusiastically in all aspects of school life	X	

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Salary and Benefits

Salary and Working Pattern

The salary range for this post is based on Band 8 of the Support Staff pay scale between £35,304 - £38,158 pa. The position is full time. The Executive Personal Assistant to the Head is expected to work 37.5 hours per week with one hour of unpaid lunch break. Flexibility in working hours and pattern is essential to meet the needs of the Head's Office during term time, time off in lieu during the school holidays will be offered in return.

Holidays

Staff are entitled to 25 days of annual leave excluding the 8 days bank holidays, increasing to 30 days after five years' service. Up to 5 days leave are designated during the Christmas holiday period and will be set by the Bursar in advance. Support staff should take their annual leave during the school holiday periods.

Pension

Subject to meeting the qualifying conditions, support staff are eligible for the Aegon pension scheme. The school will contribute 8% if the staff contributes a minimum of 4% of his/her salary into the scheme. Please note that this is a defined-contribution pension scheme.

Healthcare

Staff may benefit from the school's private healthcare plans. To join, a full time member of staff has to contribute £100 per annum. The spouse and dependent children may also join the scheme at the prevailing corporate rate.

The school also offers a free flu jab to those staff who wish to take this up and this is administered on site during the school day by a nurse.

Lunch

Staff may enjoy a complimentary lunch in the school's Refectory during term-time.

Personal Development

As a learning community, the school looks to invest in and develop staff with creative use of staff training days. We promote a 'coaching culture', encouraging the development and use of coaching skills. We aim to be flexible in our approach, recognising that 'good' and 'effective' CPD looks different at different stages in our careers and lives. The school offers free access to online CPD providers alongside individual-specific CPD opportunities.

Salary Sacrifice Schemes

Norwich School offers the Cycle to Work scheme.

NOTE: Please note that Norwich School is located in the centre of Norwich with very limited parking. The successful candidate may apply for a parking space, but success will be dependent on availability and on meeting the school's criteria for awarding parking spaces. However, the school is well served by public transport systems. Bus stops are located just outside the Cathedral gates and there are frequent services for the various Park 'n' Ride car parks as well as for other parts of the city and county. The Norwich mainline train station is only 5-10 minutes' walk from the school.