

## **Forest Gate Community School**

**Post:** Office Manager and Personal Assistant to Headteacher

**Responsible to:** Head of School

**Salary scale:** SO2

PERSON LINE-MANAGED BY: Administrative Manager

SUPERVISES: Office Staff

PURPOSE OF JOB: To provide a comprehensive and confidential administrative support service to the Headteacher and to manage an outstanding office function for the school.

## **EQUAL OPPORTUNITIES**

The Borough has a strong commitment to achieving the equality of opportunity in both services to the community and the employment of people and expects all employees to understand and promote its policies in their work.

## **DUTIES AND RESPONSIBILITIES:**

1. Ensure the effective operation of all aspects of the main school office and reception.
2. Proactively support the development of a dynamic learning community through the effective delivery of administrative services to meet the needs of every stakeholder.
3. Line management of the main office staff.
4. Identifying training and development needs of personnel.
5. To be competent in HR functions across the MAT so cover can be provided if required.
6. To manage the Headteacher's electronic diary providing for all appointments and meetings, ensuring a manageable schedule is maintained, ensuring it is kept up to date and if needed a daily overview of forthcoming events with documentation provided to the Headteacher, if required.
7. To be the first line of contact between the Headteacher and any phone calls, requests from staff or visitors, ensuring only appropriate contact is made and manage all communications from the Headteacher to all employees.
8. To maintain confidentiality at all times.
9. To demonstrate a high level of attention to detail.
10. To devise and manage systems which improve the efficiency of school administration in relation to the role.
11. To process the Headteacher's mail ensuring that all important matters are dealt with

confidentially and effectively in line with arrangements established with Headteacher.

12. To generate correspondence on behalf of the Headteacher as required.
13. To manage all aspects of the administration of the Local School Board and to provide a comprehensive support service to the Local School Board in an efficient and timely manner.
14. To be the primary point of contact for all members of the Local School Board and to manage communication between the members and school staff.
15. To manage the relationship with NPW Governor Services ensuring the SLA standards are met.
16. To manage responses to parental enquiries, including comments and complaints and provide excellent customer service.
17. Receive and welcome visitors to the school on behalf of the headteacher in a professional manner, providing hospitality as required, being highly courteous and effective at all times.
18. To undertake high level research and prepare briefings as required.
19. To complete any ad hoc reports as required.
20. To be able to proofread documentation on behalf of the Headteacher and make amendments or suggestions as required, ensuring a high quality of written communication is maintained.
21. To track delegated tasks where required and monitor progress, chasing any documentation or responses not received and keeping the Headteacher informed as appropriate.
22. To take minutes of meetings as directed by the Headteacher.
23. To type up, disseminate and file all agendas and minutes for meetings involving the Headteacher or Senior Leadership team as required and to maintain the Headteacher's filing systems, both hard and electronic copies as appropriate.
24. To liaise with external organisations representing the school in an efficient and professional manner.
25. Maintain the duty rota ensuring duty areas are covered.
26. Any other tasks which fall within the competence of the postholder as may be required from time to time.

*This is a new post and the roles and responsibilities are subject to change and development.*

**May 2017** This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation in the light of changing school needs. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's responsibilities and duties.

PERSON SPECIFICATION:



	Criteria	Essential	Desirable
1.	Educated to a good academic level and have a high standard of numeracy and literacy.	✓	
2.	Evidence of managing complex tasks including planning, coordinating, organising and implementing change	✓	
3.	Able to demonstrate a high degree of initiative, self-motivation and drive. Working to agreed deadlines with minimal supervision	✓	
4.	Experience in and/or a commitment to working with young people		✓
5.	High level of interpersonal, communication and customer service skills	✓	
6.	Understanding of the requirement to exercise discretion and maintain confidentiality at all times.	✓	
7.	Must have experience of working as part of a team	✓	
8.	Computer literate. High degree of competence in the use of MS Office suite of applications	✓	
9.	Highly developed keyboard skills	✓	
10.	Knowledge of SIMS		✓
11.	Must be willing to work flexibly – according to the needs of the School	✓	
12.	Ability to take minutes which are accurate, clear and concise.	✓	