



## Deputy Head's PA

**REPORTING TO:** Deputy Head

**THE ROLE:** The Deputy Head's PA is responsible for assisting the Deputy Head and other members of the Senior Leadership Team (SLT) in the fulfilment of their roles by providing administrative and organisational support. The Deputy Head's PA will be part of the outward facing administrative team and will therefore be based near the Reception desk.

### PARTICULAR RESPONSIBILITIES

#### Personal Assistant to the Deputy Head

- First line of contact for the Deputy Head for staff, parents, pupils, prospective parents and other visitors
- To demonstrate absolute tact, discretion and confidentiality at all times
- Deputy Head's diary management and support day to day time management for daily events and upcoming appointments
- General secretarial and administrative duties, and the maintenance of administrative systems and filing
- To take notes from dictation and/or using digital audio systems as required
- Filter telephone calls before passing them to the Deputy Head, if necessary to make any telephone calls as requested by the Deputy Head
- To securely deal with electronic mail to the Deputy Head's email account, both incoming and outgoing
- To organise the Deputy Head's travel arrangements, trains, flights, taxis, dates, etc
- Ensure timely and accurate information is passed from the Deputy Head to staff and vice versa to ensure the smooth running of the school
- To support the Head's PA in maintaining accurate records of SLT meetings, distributing agendas, minutes and other relevant documentation as required
- Attend school events as required

#### Administrative Support to SLT

- Provide administrative support for other members of SLT (Director of Pastoral Care and DSL, Assistant Head of Operations, Head of Lower School, Bursar)
- Be prepared to take minutes at confidential meetings led by SLT as required

#### Reception duties

- To meet and greet, check in and check out visitors in an efficient and friendly manner, making all feel welcome
- To offer excellent customer service
- To build excellent professional relationships with children, parents and other professionals in the school
- Answer telephone, filter calls and emails to the office email account; deal with queries and provide information and advice about the school and school activities for parents, pupils and visitors
- Distribute mail and deliveries to the relevant staff and places accordingly

- Record messages using the school's standard operating procedure and distribute to members of staff accordingly – handle enquiries with sensitivity, using initiative as required
- Input, maintain, retrieve and collate pupil data using the MIS database, other databases and manual records
- Ensure reception area is not left unattended at any time, liaising with other relevant employees to provide cover when required
- Provide refreshments to visitors as required
- Accurately record all information/conversations relating to the attendance and punctuality of our pupils
- Ensure that reception area is kept tidy at all times
- Be in control of mass emails to parents from staff as approved by the Deputy Head

## **General**

- To support the aims, Christian values and ethos of the school
- To be committed to safeguarding children and to follow the School Safeguarding policy

The above is an indication of the requirements of the post and is not meant to be inclusive or exhaustive. Any role that needs reasonably to be undertaken should also be undertaken whether or not included in the above.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact will be to adhere to and ensure compliance with the school's Child Protection Policy Statement 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, he/she must report any concerns to the Head.

This non-contractual job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once every two years (as part of the appraisal process) and it may be subject to modification or amendment at any time after consultation with the holder of the post.

The successful candidate will have the following attributes and competencies:

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Minimum of A-level or equivalent</li> <li>• Qualified to work in the UK</li> <li>• Current and clean driving licence</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid, but a refresher will be offered</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• At least 3 years' experience as an executive PA or secretary dealing with senior internal and external staff</li> <li>• Proven experience of high quality administration work</li> <li>• Exceptional secretarial/ administration/support skills</li> <li>• High proficiency of MS Office, including Word, Excel and PowerPoint</li> <li>• Fast, accurate typing ability, &gt;80 wpm</li> <li>• Ability to prioritise workload against agreed plans, deadlines and targets</li> <li>• Passion for running a professional and welcoming front of house</li> <li>• Ability to work in a fast-paced environment and to multi-task</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of working in an independent prep school</li> <li>• Ability to use digital audio systems and/or take dictation</li> </ul>
<b>PROFESSIONAL PRACTICE</b>	<ul style="list-style-type: none"> <li>• Discreet, trustworthy, conscientious and have excellent attention to detail</li> <li>• Demonstrate excellent tact and diplomacy</li> <li>• Have excellent organisational and time management skills with the ability to prioritise workload and meet tough deadlines</li> <li>• Significant skills and experience of supporting senior level staff, including workload planning and prioritisation</li> <li>• Excellent communication and organisational skills</li> <li>• Analytical and problem solving attributes</li> <li>• Proactive and self-motivated, happy to work autonomously on a reception desk</li> <li>• Excellent ability to work collaboratively with colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Familiar with iSAMS – training is offered</li> </ul>
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and customer care skills, including negotiation skills</li> <li>• Ability to act on own initiative and work unsupervised</li> <li>• A strong team player with cultural sensitivity</li> <li>• Ability to work well in sometimes highly pressured environments</li> <li>• Strong written and oral communication skills with the ability to deal confidently with a wide range of people including senior management, staff, pupils and parents.</li> <li>• Passion, resilience, integrity and optimism</li> <li>• Smart, business-like appearance</li> <li>• Approachable at all times and empathetic to the needs of others.</li> </ul>	

	<ul style="list-style-type: none"> <li>• An effective team member with the ability to use own initiative when appropriate.</li> <li>• Ability to work flexibly as workloads require and take ownership of tasks.</li> <li>• Attention to detail and ability to actively question and clarify information.</li> <li>• A role model who demonstrates professionalism at all times.</li> <li>• A commitment to regular professional development and training where appropriate</li> <li>• An open mind and an ability to change and adapt</li> </ul>	
<b>INTERESTS / EXTRA CURRICULAR ACTIVITY</b>	<ul style="list-style-type: none"> <li>• Able and willing to undertake additional duties as part of the whole-school team.</li> <li>• Attendance at events, when required</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Sense of humour, enthusiastic together with a mature and unflustered attitude.</li> </ul>	