



# Mill Water School

Preparation for *their* best future

## Job Description

<b>Job Title</b>	PA to the Senior Leadership Team
<b>Location</b>	Mill Water School, Bicton
<b>Reporting to</b>	Headteacher
<b>Grade</b>	D

### Job Purpose

This job description may be amended at any time following consultation between the Headteacher and the post holder and will be reviewed annually.

The post holder will provide professional, efficient and comprehensive administrative support to the Headteacher and Senior Leadership Team, working flexibly and with minimal supervision. They will demonstrate high levels of sensitivity and emotional literacy.

They will contribute to the maintenance of an effective school administration team, developing systems and working with colleagues to provide a high standard of administrative support to the school community and advocating for the school within the local and wider community, and with other stakeholders.

They will work closely with the School Business Manager to evaluate and review the school's administrative systems and structures, responding to new initiatives which may come from the local authority or DfE.

### Main duties and responsibilities

#### Organisational Relationships:

Directly responsible to the Headteacher

#### Duties and Responsibilities:

- Act as first point of contact for the Senior Leadership Team, using initiative to assess urgency of enquiries and dealing with telephone calls/correspondence or redirecting as appropriate.
- Prepare documents, reports and non-standard correspondence for the Senior Leadership Team.
- Maintain the Headteacher's diary, arranging appointments and organising meetings.
- Contribute to a weekly planning meeting with the Headteacher.
- Provide confidential administrative support to the Senior Leadership Team.

- Develop, maintain and review electronic and manual filing systems, ensuring the confidentiality of sensitive documents and material; be responsible for meeting the requirements of data protection.
- Provide support for meetings and events including notes, minutes and chasing resultant actions.
- Together with the School Business Manager, have a thorough knowledge of the school's policies to advise the Senior Leadership Team on personnel matters and employment law (e.g. absence management, conduct/capability procedures) seeking specialist advice as appropriate.
- Manage the school's cycle of policy review, including evaluating and improving the systems in place.
- Review the school's personnel policies and any other policies together with the School Business Manager, as directed by the Headteacher; communicating key changes to all staff.
- With the School Business Manager, ensure that recruitment and interview processes run smoothly and adhere to safer recruitment guidelines.
- Together with the School Business Manager co-ordinate the school's training and development, ensuring records are kept up-to-date.
- Ensure the mandatory/statutory training of staff and volunteers is undertaken.
- Administer the school's probation procedures together with the School Business Manager.
- With the School Business Manager, implement and review the performance management process for non-teaching staff.
- Work as part of an effective administration team by supporting colleagues and by both taking on and delegating administrative tasks to ensure consistency of service.

This document outlines the duties for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and the duties may be varied from time to time which do not change the general character to the job or the level of responsibility entailed.

#### **Supervision and Management:**

With the School Business Manager, the post-holder is also expected to monitor and evaluate workloads across the admin team including making suggestions for, and implementing, improvements where needed.

#### **Creativity and Innovation:**

The post-holder will develop, implement, maintain and evaluate administrative procedures. With the School Business Manager, the post-holder is responsible for developing and monitoring work cycles to ensure actions are completed on time, including delegating tasks to colleagues (e.g. IT Technician, Admin Assistant, Receptionist). The post-holder is expected to manage a varied and demanding workload with minimal supervision, using their own initiative to prioritise tasks and adhere to deadlines. The post-holder will deal with queries or anomalies independently or consult the Senior Leadership Team for more complex issues. The post-holder is also expected to pre-empt the needs of the Senior Leadership Team and to carry out tasks without prompting or make suggestions to ensure leaders are able to work efficiently and effectively.

#### **Contacts and Relationships:**

The post-holder will be expected to have daily contact with a wide range of groups at all levels, both within and outside the school. The post-holder will liaise with staff, parents/carers and external organisations, particularly in the absence of the Senior Leadership Team where they will be the first point of contact and deal with any queries accordingly. The post-holder will work closely with the Leadership Team, on a daily basis, and is expected to act in an advisory capacity, providing recommendations and support on issues such as personnel, policy and procedure. The post-holder will work closely with the Clerk to the Governing Body to ensure actions from Governing Body

meetings are communicated as appropriate and followed through, and to maintain good communication between the Senior Leadership Team and governors. The post-holder is expected to communicate with professionalism, tact and diplomacy at all times.

**Decisions - Discretion:**

The post-holder is expected to carry out independent research and interpret policies and guidelines to make recommendations about the action to be taken on a wide range of issues, such as school policies and DfE guidance. The post-holder will report on these issues directly to the Senior Leadership Team. The post-holder is also expected to use their own initiative to develop systems and procedures to ensure an efficient administration service.

**Decisions - Consequences:**

Recommendations made by the post-holder will have a material effect on the ability of the Senior Leadership Team to correctly apply school policy and procedure (e.g. the post-holder will advise on the implementation of policies). By pre-empting the needs of the Senior Leadership Team and acting accordingly the post-holder will also affect their efficiency and effectiveness. The post-holder will contribute to consistency of service and self-evaluation on an ongoing basis.

**Resources:**

With the School Business Manager, the post-holder will be responsible for the correct use of admin and IT systems/equipment, and for ensuring the requirements of data protection are met for electronic and hard copy files. The post-holder will oversee the school's archive ensuring documents are disposed of in line with guideline retention periods. The post-holder will ensure that adequate catering/refreshments are in place for school events.

**Work Demands:**

The post-holder must be able to effectively prioritise their heavy and demanding workload with minimal supervision, balancing completing demands including dealing with interruptions throughout the day, monitoring the progress of tasks using several different systems, and adhering to prescribed deadlines. The post-holder's workload will fluctuate significantly depending on the needs of the Senior Leadership Team, and the post-holder is expected to deal with urgent unexpected tasks as they arise. The post-holder will have knowledge of confidential information throughout the school including conduct and capability issues, and must be able to maintain confidentiality in stressful or difficult situations. The post-holder will work with the School Business Manager and assist team colleagues where necessary to meet team objectives.

**Physical Demands:**

The post-holder will be in an office environment. Some lifting and moving of furniture may be required e.g. when setting up meeting rooms or preparing for events.

**Working Conditions:**

The post-holder will be based in a general office environment with occasional travel to off-site meetings and events. The office is a very busy environment with constant interruptions.

**Work Context:**

The office environment is very busy with constant interruptions which the post-holder must be able to deal with accordingly.

**Knowledge and Skills:**

The post-holder will be expected to think strategically and creatively to develop systems, evaluate their effectiveness and research most effective ways of working. The post-holder will also need the

skills to plan ahead, pre-empt issues or problems before they arise and propose solutions. The post-holder will need the skills to carry out independent research, for example into policy, procedure and best practice, and the skills to communicate this and build it into school practices.

The post-holder will work as part of a team and will need the skills to motivate and encourage self-reflection in others. The post-holder must have the ability to take a broad view of the team's wider aims and objectives and be able to work with colleagues to ensure shared goals are met.

The post-holder will be expected to deal with a varied and demanding workload and will need the skills to assess and prioritise competing tasks, with minimal supervision. This will include knowledge of confidential and emotionally charged issues and the post-holder will need the skills to cope with sensitive and difficult situations with professionalism, tact and discretion.

The post-holder will communicate with internal and external contacts at all levels both in writing, by telephone and face to face, including building links with local community organisations. The post-holder must be able to promote the positive image of the school at all times by acting in a professional manner. The post-holder will regularly deal with queries directed to the Senior Leadership Team and must be able to act with the appropriate level of professionalism, tact and integrity. The post-holder will on occasion have sole responsibility for producing and/or proof-reading documents for the Senior Leadership Team and must have excellent written communication skills and a meticulous approach to text and data to promote the best possible image of the school.

The post-holder will need to have excellent IT skills in a range of applications including MS Office, SIMS and the school's in-house systems, and must have the skills to train others in their use.

### **Data protection**

It is essential that you are fully aware of your responsibilities under the General Data Protection Regulation 2018 (GDPR). Mill Water School aims to ensure that all personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill. Mill Water School's policy applies to all personal data, regardless of whether it is in paper or electronic format.

### **Health and safety**

Employees are required to work in compliance with the school's Health and Safety policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the school.

### **Safeguarding**

Mill Water is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people.

All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by Mill Water. Any safeguarding or child protection issues must be acted upon immediately by informing the Senior Designated Officer (SDO).

# Person specification

Attribute	Essential	Desirable	Assessment
<b>Management of people</b>	<ul style="list-style-type: none"> <li>• Ability to instruct and motivate others</li> <li>• Excellent task management skills for self and others including prioritisation and meeting tight deadlines</li> </ul>		Application / interview / reference
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administration experience – at least two years</li> <li>• Experience of working in a pressurised and busy office environment</li> <li>• Experience of dealing with confidential information</li> <li>• Experience of working as part of a team to meet shared objectives</li> <li>• Political awareness and sensitivity</li> </ul>	<ul style="list-style-type: none"> <li>• Administration experience – at least 5 years</li> <li>• Experience of training other team members</li> <li>• Administrative role in a local government or school setting</li> <li>• SEN administration experience</li> <li>• Event organisation experience</li> </ul>	Application / interview / reference
<b>Practical skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisation skills</li> <li>• Ability to manage a varied and demanding workload</li> <li>• Ability to manage conflicting priorities</li> <li>• Excellent interpersonal skills</li> <li>• Ability to establish, maintain and evaluate administrative procedures</li> <li>• Ability to work accurately with attention to detail</li> <li>• Proven ability to use initiative</li> <li>• Proven ability to work flexibly and support colleagues to meet the wider objectives of a team</li> <li>• Minute taking skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work flexibly in response to a fast paced, dynamic environment</li> </ul>	Application / interview / reference
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Proven ability to communicate effectively with families and professionals at all levels</li> <li>• Ability to convey information accurately and clearly</li> <li>• Excellent written and verbal communication skills</li> </ul>		Application / interview / reference
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Articulate</li> <li>• Assertive</li> <li>• Organised</li> <li>• Calm when under pressure</li> <li>• Methodical</li> <li>• Solution focussed</li> <li>• Adaptable</li> <li>• Tactful</li> <li>• Demonstrates discretion</li> <li>• Friendly and approachable</li> <li>• Emotional literacy and empathy</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive in own development and awareness of current issues</li> </ul>	Application / interview / reference
<b>Strategic thinking</b>	<ul style="list-style-type: none"> <li>• Ability to anticipate potential problems and plan ahead to prevent/address these</li> </ul>		Application / interview / reference

<b>Technology / IT skills</b>	<ul style="list-style-type: none"> <li>• Excellent ICT skills including Microsoft Office</li> <li>• Excellent word processing skills</li> <li>• Good knowledge of Excel including ability to present and analyse data</li> <li>• Ability to learn and adapt to education based systems</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use SIMS</li> </ul>	Application / interview / reference
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Excellent standard of written and spoken English</li> <li>• English and maths level 2 qualification</li> </ul>	<ul style="list-style-type: none"> <li>• A levels or equivalent level 3 qualification</li> <li>• Relevant vocational qualification</li> </ul>	Application / interview / reference
<b>Equal Opportunities</b>	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
<b>Physical</b>	Able to carry out the duties of the post with reasonable adjustments where necessary		