

Role profile

Executive Assistant

Service	Executive Assistant
Reports to	Operations and Project Manager
Job family	Business Administration
Grade	F
DBS required?	Y - enhanced
Date	July 2026
JE Code	JE0019

Key deliverables

1	To provide a full confidential secretarial/administrative service to the identified members of the Senior Leadership team which ensures the efficient and effective management of their activities. This will include high level and complex minute taking at meetings.
2	To ensure issues and progressed actions raised through meetings, general contact and complaints are progressed with the relevant Senior Leaders and other stakeholders within agreed timescales.
3	To plan and manage the diaries and activities of the identified members of the Senior Leadership team ensuring that they are fully prepared with appropriate documentation.
4	To act as first point of contact filtering and managing enquiries made by telephone, e-mail or any other method and that responses given comply with corporate standards in relation to quality and timeliness.
5	Plan and ensure provision of comprehensive support for meetings and activities.
6	Handle sensitive and complex enquiries with diplomacy, and confidentiality, fostering positive relationships with internal and external stakeholders.
7	Prepare and manage documentation for compliance with DfE, ESFA, Ofsted, and internal requirements, ensuring accuracy and timeliness.
8	Carry out additional HR administrative duties.

8	To undertake individual projects for the identified members of the Senior Leadership team and to contribute to service led initiatives and projects as required and specified by the Headteacher and/or Trust.
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Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both school and Trust wide needs.

Essential requirements Key skills, expertise, and qualifications

1	Recognised business/administration qualification to NVQ4 level or relevant experience.
2	Working closely as part of a team
3	Excellent communication and interpersonal skills, capable of working collaboratively with various teams.
4	Ability to manage manual and computerised record/information systems efficiently.
5	Ability to deal autonomously with all but the most serious administrative problems but keeping the senior colleagues apprised of all major issues.
6	Ability to identify areas of potential for improvement and development, initiating and driving through change in partnership with senior management
7	Experience managing confidential work with tact & discretion
8	Confident at using Microsoft Office applications (Excel, Word, PP, etc.)

Our pupils and young people come from a wide range of backgrounds, and so do our colleagues. We aim to reflect and celebrate diversity in our workplace in order to create an inclusive culture that adds real value to our vision of inspiring the futures of us all through learning together.

Inspiring Futures through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow IFtL's safeguarding policies and procedures, and to behave appropriately towards children at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.

Job family

Business Administration (Grade F)

Colleague expectations

- Be professional at all times
- Work together for the good of the team, School and IFtL
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Manager expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Business Administration jobs are those which support their teams and the school by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the school by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level job holders are empowered to make decisions and offer authoritative solutions to problems and issues which impact across the wider school and Trust. They deal with matters escalated from their teams and must independently find solutions to unanticipated problems and plan months ahead to meet the demands of their role.

The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area. Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

Thinking, planning and communication

Problems, at this level, will often be complex in that they feature a number of different information strands such as budget, policy limits, or the expectations of clients. Solutions will depend upon the careful analysis of situations and judgement will be needed to choose between conflicting approaches, none of which will please all individuals involved.

Job holders will be thinking ahead several months to plan the delivery of agreed target outputs.

Communication skills expected of job holders will include the ability to deal authoritatively with colleagues and members of the public and engage with others to persuade or encourage them to adopt a particular course of action.

The type of information exchanged will be varied and often quite complicated or sensitive. Job holders must be patient and use developed comprehension skills to fully understand the needs and issues of others.

Decision making and innovation

Job holders are expected to not only deliver agreed outputs, but also to determine how best to achieve these aims within the limitations of general service practice.

Free of highly prescriptive procedural limitations, job holders must deal independently with problems, often referred upwards from colleagues, some of which will be new and must be solved with reference only to service practice or policy.

Areas of responsibility

The work carried out by the post holder directly benefits colleagues and/or external partners, the school and IFtL schools by providing them either with services or authoritative advice and guidance.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

Impacts and demands

There will be very little demand for enhanced physical exertion in, as most work can be done in a sedentary position. Lifting and carrying files or equipment may, however, be needed very occasionally.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. However, job holders are likely to experience unpleasant people related behaviour in the context of their decisions and advice.