



## **PA and Office Manager**

**Responsible to:** Headteacher

**Responsible for:** School Administration Team

**Place of work:** Iveshead

**Salary:** Grade 9 (points 19-20)

**Hours:** Full time (37 hours per week) – 41 weeks

### **Role Overview**

The Personal Assistant (PA) to the Headteacher plays a pivotal role in ensuring the smooth and efficient operation of the school's leadership and administrative functions. This role provides high-level, confidential administrative support to the Headteacher acting as a trusted gatekeeper, professional representative, and organisational anchor within a busy secondary school environment. The PA also oversees the wider administrative function as Office Manager, ensuring processes are effective, compliant, and aligned with the school's values and strategic priorities.

### **Stakeholder Communication and Enquiries Management**

- Serve as the first point of contact for staff, parents, governors, external agencies, and other stakeholders seeking access to the Headteacher.
- Act as the main communicator on behalf of the Headteacher maintaining links with the Trust & external agencies regarding business continuity protocols - liaising with the CEO and MET executive team, LCC, Police and emergency services as required.
- Handle telephone, email, and face-to-face enquiries with professionalism, sensitivity, and a solutions-focused approach.
- Act as the point of contact in relation to any complaints received, referring matters to appropriate members of staff when required.
- Have oversight of the management of the school's central inbox, ensuring timely responses and escalating communications for the Headteacher as required.
- Triage and prioritise enquiries, using sound judgement to determine when to refer, redirect, or escalate.
- Welcome and host visitors on behalf of the Headteacher, ensuring a positive and professional experience.
- Provide accurate information and support to staff, parents, and external partners.
- Open, screen, and respond to mail, ensuring confidential correspondence is handled with absolute discretion.

### **Executive Planning, Operational Coordination and Administrative Leadership**

- Proactively manage the Headteacher's diary, balancing competing priorities and ensuring the Headteacher is fully briefed for all commitments.
- Arrange meetings, and appointments, anticipating logistical needs and preparing relevant documentation.
- Prepare meeting packs, reports, and briefing materials to support effective decision-making.

- Regularly review the school calendar and coordinate key school events—including Open Evenings, Parents’ Evenings, and community events—in collaboration with the Operations Manager.
- On behalf of the Headteacher, liaise with outside agencies on projects involving marketing, designing, and printing school-related publications.
- Undertake desktop research, summarising findings and presenting information clearly for the Headteacher.
- Ensure the SLT is informed of Trust-level policy changes and support the implementation of updated procedures.
- Support the Operations Manager with the administration of recruitment and selection processes, ensuring compliance with safer recruitment requirements.
- Attend internal and external meetings as required, producing accurate and timely minutes.
- Lead and supervise the administrative team, ensuring workloads are prioritised, processes are efficient, and service standards are consistently high.
- Review, refine, and implement administrative procedures to improve efficiency and compliance.
- Support the management of the school roll, including admissions, in-year transfers, and leavers, ensuring the MIS is accurate and up to date.

### **Written Communications and Quality Assurance**

- Draft high-quality correspondence on behalf of the Headteacher, interpreting instructions and ensuring clarity, professionalism, and alignment with the school’s vision and values.
- Produce letters, reports, and communications that reflect the school’s tone, ethos, and commitment to excellence.
- Proof-read all outgoing communications to ensure accuracy, consistency, and the highest standards of presentation.
- Have oversight of social media and quality assure content.

### **Working as part of the Trust Team**

- To work with other administrators across the Trust to share best practice and support the development of the Administrator Network.
- To demonstrate and promote the Trust’s vision, mission, values, ethos and aims.

The role holder will be expected to undertake any additional duties that are reasonably requested.

## Person Specification

Education & Qualifications	Essential	Desirable
GCSE English and Maths (Grade C or above / 4 or above / or equivalent)	✓	
Evidence of commitment to continuous professional and personal development.	✓	
Experience & knowledge		
Recent and relevant experience working in an administrative team	✓	
Experience of leading a team effectively		✓
Knowledge of the Education sector and Safeguarding procedures		✓
Recent and relevant work experience within an educational setting		✓
Knowledge and understanding of relevant policies and procedures - Safeguarding, Child Protection, Health and Safety, GDPR		✓
Experience of working with a school MIS (Bromcom)		✓
Dealing with face-to-face and telephone interactions	✓	
Skills		
Excellent communication skills, both written and verbal	✓	
Problem solving skills	✓	
High level of accuracy and attention to detail	✓	
Ability to manage own workload and work with others effectively to respond swiftly to tight deadlines	✓	
Excellent interpersonal skills, with the ability to build good working relationships	✓	
Trustworthy, honest and discrete, able to maintain confidentiality	✓	
Good level of IT skills including Microsoft Excel and Outlook	✓	
Ability to produce meeting minutes and documents of a high quality	✓	
Attributes		
Committed to the Mowbray Education Trust vision, values and aims	✓	
Aware of and committed towards equal opportunities	✓	

Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the reputation of the school	✓	
Commitment to maintaining confidentiality at all times	✓	
<b>Other</b>		
Is fluent in the use of the English language	✓	