

# Job Description:

## Personal Assistant / Administrator

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<b>JOB DESCRIPTION:</b>	Personal Assistant / Administrator
<b>RESPONSIBLE TO:</b>	DCEO / Executive Team
<b>JOB PURPOSE:</b>	<p>The Personal Assistant / Administrator provides high quality administrative and PA support to the Deputy Chief Executive Officer (DCEO) and the MAT executive team within. The postholder will ensure the efficient operation of executive functions by managing diaries, communications, corporate administration, meeting clerking/minuting and event support. The role is pivotal in enabling senior leaders to focus on strategic priorities that deliver high quality, caring and inclusive education for children and young people in line with QUEST's ethos, vision and values.</p> <p>As an employee within QUEST, staff may be required to work at any school within the Trust.</p>
<b>LIAISING WITH:</b>	Executive Team, Senior Leaders, Schools, teaching and support staff, parents and carers, external agencies
<b>DBS DISCLOSURE LEVEL</b>	Enhanced

### Professional Responsibilities

#### School Ethos

Work with colleagues in creating, inspiring and promoting excellence at all levels.

Uphold the culture and ethos of the Trust, ensuring school environments for teaching and learning that empower both staff and children to achieve their highest potential and be their best selves.

Attend and participate in events intrinsic to the daily life of the schools and Trust, celebrating success at every opportunity.

Actively support the Trust's policies relating to equality and diversity, inclusion and safeguarding, health and well-being, confidentiality and social networking.

#### Key objectives:

- Provide discreet, proactive and reliable PA support to the DCEO and executive team.
- Deliver accurate and timely clerking and minutes for business, governance and HR meetings.
- Ensure effective coordination of executive communications, schedules and actions across the Trust's schools and nursery settings.
- Represent QUEST's values of care, inclusion and professionalism in all contacts with staff, parents, governors, external partners and pupils.

## **Key Responsibilities**

### **PA Support to the DCEO and Executive Team**

- Provide day-to-day PA support for the DCEO and other executive members as required.
- Manage complex and changing diaries, prioritising conflicting demands and anticipating executive needs.
- Manage the DCEO's diary and time including booking appointments, acting as the 'gatekeeper', receiving visitors, providing preparatory support.
- Open, sort and distribute DCEO's (Executive team as required) mail including electronic mail, advising on any urgent matters.
- Screen and manage executive email inboxes, triaging incoming correspondence, drafting responses and flagging urgent matters for action.
- Coordinate travel and accommodation arrangements for the executive staff as required.
- Prepare and format high-quality documents, briefings and presentations for senior leaders.
- To research, collate and summarise key documents/national updates/DfE publications as required by the Executive Team.

### **Clerking, Meetings and Minutes**

- Prepare agendas.
- Act as clerk/note taker for a range of meetings including business meetings, MAT executive meetings, HR panels, governance/governor/group meetings and ad hoc working groups.
- Take comprehensive, accurate and professional minutes and distribute them promptly with clear action points and owners.
- Ensure that the DCEO (Executive team) is briefed in advance for all meetings with relevant correspondence and documentation emailed, printed, and presented in a professional format.
- Maintain, update and archive meeting records in line with the Trust's records management and retention policies.
- Support meeting logistics: room bookings, virtual meeting setups, circulations of papers and follow-up on actions.

### **Communications and Stakeholder Liaison**

- Provide excellent, professional written and verbal communication to internal and external stakeholders, reflecting QUEST's values and ethos.
- Act as first point of contact for parts of the Central Team, managing telephone and face-to-face enquiries professionally and confidentially.
- Draft and issue routine communications, letters and emails on behalf of executive staff.
- Maintain contact lists and stakeholder databases for the Central Team.
- Act as the point of contact in relation to any complaints received, referring matters to appropriate members of staff when required.
- Assist in the collation and preparation of statistics, management information and reports as required by the executive team and Trustees

### **Administrative and Office Management**

- Undertake general administration duties including filing, photocopying, document management and maintenance of electronic systems.
- Update and maintain the Central Team calendar; coordinate meetings across schools within the Trust.
- Order, monitor and manage office supplies and ensure best value according to QUEST procurement procedures.
- Identify and report any IT or facilities issues affecting the Central Team office and coordinate resolution.

## **Event and Project Support**

- Support planning and delivery of Trust-wide events (e.g. training, conferences, parent/staff meetings) including room bookings, AV/equipment checks, invitations, attendee lists and on-the-day coordination.
- Provide administrative support for small projects and working groups as required by the executive team.

## **Confidentiality, Records and Finance Administration**

- Maintain confidentiality and data protection requirements when handling sensitive information.
- Record and process basic financial transactions and reimbursements in line with Trust procedures and assist with purchase order and invoice administration as required.
- Maintain accurate records in accordance with the school's record retention schedule and data protection law.
- Support with complaint handling, SAR and FOI requests.

## **Reception and Security Support**

- Act as a professional contact point for visitors to the Central Team office, ensuring signing-in procedures and safeguarding/safety briefings are followed.
- Be alert to security and safeguarding concerns, reporting them in line with Trust procedures.

## **Written communication**

- Write and send email responses that are professional and uphold the trust vision and values.
- Update and distribute online and offline communications (e.g. letters, newsletters, social media posts etc.) to parents/carers, staff and other stakeholders.
- Assist with marketing and promoting the Trust.

## **Other areas of responsibility**

- Read and follow the relevant school and Trust policies.
- Undertake training required to develop in the role.
- Ensure all duties and responsibilities are undertaken in line with the Trust's health and safety policy.
- Contribute to the safety of children and young people and protect them from harm.
- Work with due regard to confidentiality and the principles of Data Protection, encouraging others to do the same.
- To be a positive public 'face' and 'voice' of the Trust.
- To arrange hospitality for visitors.
- To sort and distribute internal and external mail.
- To provide postal support including collection and delivery.
- To schedule visits to the school by outside agencies as requested
- To undertake pupil/student first aid/welfare duties including liaising with parents/carers and staff.
- To be a positive role model at all times.

## **Professional Conduct**

To sign and uphold the Trust's Code of Conduct and ensure confidentiality is maintained at all times.  
Maintaining a secure, healthy and risk-free environment for students, staff and visitors

## **Safeguarding**

QUEST is committed to safeguarding and promoting the welfare of children and young people at all times. The post holder will be responsible for promoting and safeguarding the welfare of all children for whom they are responsible, or with whom they come into contact, in accordance with the trust's Child Protection Policy.

To participate in the staff Performance Development Review process in accordance with the Trust's policy and be responsible for self-motivation towards agreed targets.

Please note that this is illustrative of the general nature and level of responsibility of the role.

It is not a comprehensive list of all tasks that the post holder will carry out. The post holder may be required to do other duties appropriate to the level of the role.

QUEST is committed to safeguarding and promoting the welfare of children and young people.

Clearance from the Disclosure and Barring Service is required prior to appointment.

Signed ..... Post Holder

Name ..... Post Holder

Date .....

*This job description was correct at the time of writing but may be subject to change and development according to the prevailing needs of the Trust.*

**All applicants must be legally entitled to work in the UK.**

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

# Person Specification: Personal Assistant / Administrator

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## ESSENTIAL SKILLS/QUALIFICATIONS

GCSE in English and Mathematics – minimum grade C or Literacy & numeracy to NVQ Level 2 or equivalent qualification

NVQ level 2 in Business Administration or relevant equivalent qualification/ experience or willingness to work towards it

***Applicants should be able to demonstrate experience, knowledge and understanding of the following areas relevant to the post:***

Experience of using a range of computer packages i.e. Word, EXCEL, Microsoft Teams and packages

Experience of undertaking a range of routine clerical tasks

Experience/understanding of basic financial procedures

Experience of using internet, sending/receiving email

Knowledge of general office procedures

Knowledge of education, Diocesan, and local authority organisations

Awareness of principles of GDPR

***Applicants should be able to provide evidence that they have the following necessary skills and abilities:***

Can demonstrate ability to produce high quality secretarial and word processing support

Ability to deliver polite, courteous and efficient customer service

Very good communication skills to deal with a range of people and organisations

Ability to use initiative to respond to and resolve problems within recognised procedures

Ability to work under supervision and as a team member

Ability to complete tasks to deadlines

Good communication skills to respond to general enquiries

Ability to work effectively as part of a team and individually

Sound organisational skills to provide administrative support to meetings and other events i.e. taking minutes

Ability to prioritise own tasks

Ability to self-motivate

Ability to work effectively as part of a team

To show commitment to sustain excellent attendance at work

Ability to take messages accurately and pass them on to the relevant person

Ability to respond to and resolve routine problems

Ability to work in accordance with the Trust's Safeguarding and health & safety policies

To show commitment to sustain excellent attendance at work

Commitment to and participation in the wider life of the schools and Trust

Willingness to be flexible and adaptable as determined by the needs of the schools and the Trust

Good timekeeping

Legally entitled to work in the UK

#### **DESIRABLE SKILLS/QUALIFICATIONS**

Previous experience of working with children of a relevant age

Knowledge of school related office procedures

Knowledge of working within a school setting or learning resource facility

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