

## Education School Support Team

<b>JOB TITLE:</b>	<b>Senior Executive Assistant</b>
<b>REPORTS TO:</b>	HR Director/Complaints Manager
<b>SUPERVISES:</b>	N/A
<b>BAND:</b>	<b>D</b>

### **JOB PURPOSE:**

Provide high-level administrative and organisational support to the CEO and Assistant CEO, ensuring the smooth and efficient running of daily operations. The role involves managing communications, co-ordinating schedules, and handling sensitive information with discretion to support strategic and operational priorities.

Support the Complaints Manager with the day-to-day management of the Trust's complaints processes, ensuring concerns are handled fairly, consistently, and within agreed timescales.

Work under own initiative to ensure workload is prioritised and efficiently completed.

### **KEY CORPORATE ACCOUNTABILITIES**

To actively promote the School's Equal Opportunities Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place

To maintain awareness of and commitment to the School's Equal Opportunity Policies in relation to both employment and service delivery

To fully comply with the Health and Safety at Work Act 1974 etc, the School's Health and Safety Policy and all locally agreed safe methods of work

At the discretion of the Head Teacher, such other activities as may from time to time be agreed consistent with the nature of the job described above

To work with colleagues to achieve service plan objectives and targets

To participate in Employee Professional Development schemes and contribute to the identification of own team development needs

### **PRINCIPAL ACCOUNTABILITIES**

- Manage and maintain executive schedules, including meetings, appointments, and travel arrangements.
- Handle confidential information with discretion and professionalism.
- Prepare and edit correspondence, reports, and presentations.
- Support the co-ordination and oversight of complaints across the Trust, ensuring all cases are managed in line with the Trust's Complaints Policy and relevant statutory guidance.
- Meeting agenda creation.
- Co-ordinate and manage communication between the CEO and Assistant CEO and internal/external stakeholders.
- Organise and manage events, including logistics and co-ordination together with providing hospitality, taking minutes at meetings and monitoring actions as required.
- Conduct research and compile data for reports and presentations.

- Provide administrative support to other team members as required.
- Organise and prepare papers required for attendance at meetings, maintaining an efficient electronic filing system.
- Submission of expenses on behalf of the ACEO/CEO.
- Work across multiple sites within the Trust as necessary for the performance of the role.
- Report student and school issues in line with the Trust's policies for health and safety, safeguarding, behaviour management etc.
- Attend meetings and training sessions as required.