



PA and Office Manager

Responsible to: Headteacher

Responsible for: School Administration Team

Place of work:

Salary: Grade 9

Hours: Full time

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 and Senior Leadership Team (SLT), 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.

Managing and Responding to Enquiries

- Serve as the first point of contact for staff, parents, governors, external agencies, and other stakeholders seeking access to the Headteacher.
- Handle telephone, email, and face-to-face enquiries with professionalism, sensitivity, and a solutions-focused approach.
- Manage 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.
- On behalf of the Headteacher, liaise with outside agencies on projects involving marketing, designing, and printing school-related publications.
- Act as the point of contact in relation to any complaints received, referring matters to appropriate members of staff when required.
- 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

Administration and Diary Management

- 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.
- Coordinate key school events—including Open Evenings, Parents' Evenings, and community events—in collaboration with the Operations Manager.
- 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 Communication

- 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.

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	✓	
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-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	✓	
Other		

Is fluent in the use of the English language	✓	
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