



Office Manager and Head Teacher's PA

JOB DESCRIPTION

Role Purpose:

To provide confidential and highly professional support to the Headteacher. To act as an ambassador for the Academy and the Headteacher in all matters & to manage the office and team

Position summary:

- To provide a high standard of secretarial and administrative support to the Headteacher, enabling him to operate in a highly efficient manner.
- To adopt and coordinate designated administrative processes to support the Headteacher and leadership team.
- To be the first point of contact for anyone wishing to contact the Headteacher.
- To use own initiative to prioritise the Headteacher's workload and divert tasks to / from his attention.
- To ensure that rigorous systems are in to assist in the smooth running of all Academy activities.
- To research and present information as requested by the Headteacher.
- To maintain a smooth communication channel between E-ACT central team and the academy.
- To be responsible for managing the office and team.
- To provide customer service to external and internal customers.
- To always maintain high professional standards and inspire confidence in all who contact the academy.

Key Responsibilities:

- To communicate and liaise with staff, students, parents, governors, E-ACT staff, members of the local community, suppliers and other external parties as appropriate.
- To ensure that all communications are handled professionally, discreetly and with complete confidentiality.
- To deal with all e-mails, phone calls and personal enquiries, including inbox management for the Headteacher.
- To manage the Headteacher's diary and book all necessary travel arrangements.
- To meet daily with the Headteacher to discuss tasks and forthcoming deadlines, meetings, events and engagements, ensuring that the Headteacher is fully briefed in advance and in possession of all relevant information.
- To set up and maintain efficient and effective systems for filing and organising correspondence.
- To organise meetings and ensure the Headteacher is well prepared for meetings.
- To attend executive leadership meetings and record and circulate accurate minutes.
- To ensure HR documents, letters and purchase expenses/orders/invoices sent by E-ACT Head Office relating to the Headteacher are signed and returned in a timely manner via the Operations Manager.
- To produce letters, reports, presentations, briefing papers and other documents, including confidential papers on behalf of the Headteacher.

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- To handle purchasing and expenses for the Headteacher.
- To screen phone calls, enquiries, requests and complaints, and handling them when appropriate.
- To deal with incoming email and post, often corresponding on behalf of the Headteacher.

General Management and Administration:

- To establish and maintain a professional office environment and promote good relationships with all staff.
- To ensure effective liaison between admin and teaching staff.
- To liaise with marketing agencies and coordinate marketing/communications for the academy, including overseeing student recruitment, events and communications (website, newsletter, social media etc.).
- To ensure that all enquiries and correspondence are dealt with promptly and effectively, in a manner that promotes a positive image of the academy.
- To adopt existing and/or develop simple, efficient office management systems and procedures (for example filing, answering phones, organising electronic and other mail and correspondence).
- To oversee the production of correspondence, reports and newsletters by other administrative staff.
- To make maximum use of ICT for all administrative tasks, including the network for diary management and the effective management of relevant databases.
- To manage or coordinate any process and/or ad hoc projects as directed by the Headteacher .

Other:

- To undertake training and development relevant to the post and in line with the academy's priorities.
- To actively promote the Academy and liaise with outside agencies as necessary, representing the Academy as appropriate.
- To maintain a presence around the school to ensure that the highest standards of behaviour and site usage are upheld.
- To undertake any other duties appropriate to the grade of the post as directed by the Headteacher.

To have an understanding of and work within the requirements of GDPR at all times and comply with E-ACT policy in terms of data protection

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

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PERSON SPECIFICATION

Whether you're a 3year old in nursery learning to explore the world around you, an 18year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within EACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.

OUR VALUES

Thinking Big	<ul style="list-style-type: none"> • Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence
Doing the Right Thing	<ul style="list-style-type: none"> • Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work

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	<ul style="list-style-type: none"> • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy • Stand firm and stay true to our mission
<p>Showing Team Spirit</p>	<ul style="list-style-type: none"> • Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level
	<ul style="list-style-type: none"> • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or reprioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams

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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement	Assessed at
E – Essential	A – Application Stage
D – Desirable	I – Interview Stage
	P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	Right to work in the UK	X		X	X	
	Maths and English GCSE at grade C or above	X		X	X	
	Relevant qualifications in office administration and IT applications desirable	X		X	X	X
	First Aid qualification desirable.		X	X	X	X
	Knowledge and understanding of safeguarding.	X		X	X	X
Experience	Experience of running effective administrative, clerical and financial systems, ideally within a school	X		X	X	X
	Experience of diary management	X		X	X	X
	Flexible, highly organised, able to multi-task and use initiative to prioritise work to meet deadlines	X		X	X	X
	Experience of managing a team	X		X	X	X
	Able to take ownership of tasks and work with minimal supervision	X		X	X	X
	Flexible, highly organised, able to multi-task and use initiative to prioritise work to meet deadlines	X		X	X	X
	Ability to operate new IT systems and databases		X	X	X	X
Skills	Excellent administrative and organisational skills	X		X	X	X
	Understand the importance of confidentiality and discretion	X		X	X	X
	Ability to build and maintain effective working relationships with internal colleagues and external agencies	X		X	X	X
	Excellent Excel and numeracy skills	X		X	X	X
	Impeccable written and oral communication skills	X		X	X	X
	Highly computer literate, with skills in using Microsoft Office	X		X	X	X
	The ability to write clearly and concisely and to produce and maintain documents and systems	X		X	X	X

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	Ability to demonstrate diplomacy and tact	X		X	X	X
	Ability to be flexible and to work to tough deadlines	X		X	X	X
	Ability to negotiate and obtain cooperation from others in meeting deadlines	X		X	X	X
	Ability to take notes from meetings and produce focussed minutes which may sometimes be subject to critical external scrutiny	X		X	X	X
	Ability to organise and maintain accurate records and filing systems which allow easy access to high volumes of information	X		X	X	X

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