

# Wiltshire Council

## School Support Staff

### Job Profile

<b>Reference :</b>	
<b>Job Title :</b>	Head Teacher's PA and Admin Manager
<b>Main Job Purpose :</b>	<p>To be responsible for the provision of an effective and efficient secretarial and administrative support to the Head Teacher, facilitating the effective communications and operations of the school.</p> <p>To support the Head Teacher in a variety of administrative and organisational areas: To lead and manage all aspects of the admin Team of staff.</p>

#### Main Duties:

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	<p>To provide and organise an efficient, professional and confidential secretarial and administrative service to the Head Teacher. Regular tasks will include taking phone calls, opening correspondence addressed to the Head teacher (including all highly confidential correspondence), word processing of correspondence/reports/publications and other documents as required. Maintenance of accurate and comprehensive filing systems including confidential files.</p>
	<p>To be responsible for Liaising with the Head Teacher regularly to follow up external communications.</p>
	<p>To administratively support the Head Teacher in carrying out their role within the school by organising and maintaining the Head Teacher's diary, making appointments, planning itineraries, making travel arrangements, co-ordinating events, taking phone calls, acting as an external liaison, communicating internally with staff and in consultation with the Head teacher.</p>
	<p>To manage communications with a range of local, regional and national outside Agencies on behalf of the Head Teacher. To sort, distribute and administer incoming and outgoing mail for the Head Teacher. To respond to queries on behalf of the Head Teacher, including prioritising issues, investigating queries, preparing responses and resolving problems where appropriate.</p>

	<b>Main Duties</b>
	To be 'gatekeeper' on behalf of the Head Teacher for all outgoing communication, including liaising with the Press, organising advertising, maintaining the Website
	Arranging meetings ensuring the Head teacher is briefed for all meetings with relevant correspondence, documents/presentations and in the Head's absence refer matters to relevant member of Senior Management Team for action. Take minutes as required
	To welcome visitors, ensuring signing-in procedures are followed, to receive and prioritise incoming telephone calls and deal with them appropriately taking messages as required.
	To prepare and collate paperwork and data for OFSTED inspections and other school documents and reports drafted by the Head Teacher or members of the school management team.
	To provide administrative support to the organisation of various school events including managing hospitality for meetings and events/functions throughout the year as required
	To support the schools partnerships with Parent's through telephone contact on variety of issues as needed.
	To Support the schools public relations with all stakeholders e.g. organises hospitality for visitors, return phone calls, set appointments for visits, speak to the press.
	Supervise and manage admin Staff. Oversee the administrative procedures and ensure appropriate delegation and prioritisation of work. Participate in the recruitment, appointment and induction of new clerical staff in accordance with the needs of the school. To Carry out annual professional development interviews with the admin staff
	Liaise with the Head teacher for staff appointments including preparing and placing adverts, preparing and sending out job details, obtaining references and arrange interviews
	Administration for all in year admissions dealing with prospective parents the local authority and all related phone calls. Organises tours for Y5 and Y6 prospective parents, new and in year admissions.
	Liaison with parents, clerk and governors, trustees, staff, students, general public, unions, government departments, local authority and VIP visitors to the school.

	<b>Main Duties</b>
	Prepares through Collation the production of the School Newsletter and Liaise with relevant senior managers to maintain and produce a whole school Calendar
	To maintain and update school Policies in conjunction with Clerk to the Governors.
	To carry out such other tasks as may be required to assist the Head Teacher in the carrying out of his/her role and to ensure the smooth running of the school.

### **Supervision and Management**

The jobholder has regular supervision responsibilities for up to 5 staff.

### **Creativity and Innovation (i.e. Problem Solving)**

The use of creative skills is occasionally required, e.g. in the compilation of reports and presentation of data, statistics and other information for reports; devising effective itineraries, programmes etc. for meetings and events; investigating queries and preparing responses and solving problems on behalf of the Head Teacher. Whilst work is undertaken within a general framework of recognised procedures there is some requirement to interpret how they are applied.

<b>Key Contacts and Relationships</b>	<b>Reason for Contact</b>
Head Teacher, other members of the school management team, teaching staff.	Routine information relating to telephone messages received, meetings arranged, appointments made, incoming/outgoing mail, visitors arriving etc.
New reception/admin staff joining the school.	Explanations relating to receptionist and administrative duties and responsibilities, for example, explanations of the whereabouts of information, explanation of switchboard, fax and mail procedures etc.
Head Teacher, other members of the school management team, teaching staff.	Providing updates to itineraries, explaining holding responses provided, urgent messages, messages of concern, complaints received, outstanding pay queries, arrangements and plans for meetings.
LEA officers, Governors, members of the school management team and other relevant contacts.	Providing information relating to a range of projects and topics including OFSTED reports, recruitment administration and other specialised matters that are on the Head Teacher's agenda.

## Decision Making

The jobholder is expected to resolve routine problems and may make recommendations on more unusual or difficult matters. Examples include:

Making recommendations or holding responses to queries/complaints from visitors to the school/parents/school users in the absence of the Head Teacher/appropriate teacher.

Decisions on appointments, meetings etc. on behalf of the Head Teacher/members of the school senior management team, although these may be subject to agreement from the individual concerned

Decisions regarding the filing processes, organisation of paperwork etc. and organisation of their own work within the school office.

Recommendations in the form of draft letters on behalf of the Head Teacher/members of the school management team.

## Resources

There is some responsibility for dealing with petty cash but personal accountability for the accurate handling/security of cash coming into the school is not a key feature of this job.

## Working Environment

The job holder will normally encounter some interruptions to their activities, these would generally be within the same identifiable area of work and would relate to their usual duties and responsibilities, for example dealing with urgent messages or telephone calls whilst undertaking other secretarial work. Occasionally the interruptions would lead to the jobholder switching to a different programme of tasks.

The jobholder is occasionally (e.g. monthly) required to resolve conflicting priorities/resources

The majority of the work will involve the use of computer systems.

The job holder will encounter members of the public, visitors to the school, contract staff, students etc. during the course of their duties.

## Knowledge and Skills

The jobholder must have the ability to undertake a range of involved tasks and to organise how these are best done. A good standard of practical knowledge and skills in office processes including word processing and other electronic applications, interpersonal skills, minute taking, and support of others' work programmes is needed.

