



Job Description

Name:

Post: Personal Assistant to the Head teacher

Reporting to: Head teacher

Salary Scale: Grade 8 (37 hours per week, term time plus one week)

Date: September 2026

Purpose of the Job

- Provide effective and confidential administrative support service to the Headteacher and SLT across the various school provisions.
- To ensure smooth day-to-day operation of the Headteacher's workload.
- To act as the first point of contact for staff, parents, governors, and other stakeholders looking to speak with the Headteacher.
- Take a lead role in key areas of work or undertake specific projects as defined by the Headteacher.
- To support and facilitate pro-active thinking and guidance for the Headteacher, both in terms of operation and strategy.
- Take responsibility for promoting and safeguarding the welfare of children within the school
- Support the school's aims, values, and policies.
- Assist staff, parents, governors, and other stakeholders with the information and support they may need.
- Line manage the school administrative service

Key Accountabilities

- To provide an efficient and confidential administrative and secretarial service to the Headteacher, including:
 - Word processing, document publication and assistance
 - Maintaining the Head teacher's online diary, arrange and prioritise meetings as required and ensure the Headteacher is appropriately briefed and has relevant papers in advance
 - Managing the Head teacher's emails and using initiative to respond whenever possible and appropriate
 - Attending meetings, preparing agendas and supporting documentation and producing minutes as required
- To provide the first point of contact for enquiries to the Headteacher, whether in person, by phone or by email and to deal with straightforward issues on the Headteacher's behalf.
- Manage verbal, electronic, and written communications on behalf of, and in conjunction with, the Headteacher. Establishing and maintaining good professional relationships and ensuring the school meets its expected response times, ensuring the highest quality presentation of documents which reflect the school ethos.
- Handle all confidential correspondence with discretion.

- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner.
- Prepare the Headteacher for meetings by assembling reports and relevant documents.
- Complete desktop research for the Headteacher, analysing findings and providing summaries for the Headteacher.
- To draft letters to staff, parents/carers, and other school stakeholders.
- To undertake specific projects, on behalf of the Headteacher, as may be required including supporting the school admission and school leavers processes.
- To manage the calendar for staff performance management appointments for the Headteacher and designated senior leaders.
- To collate and co-ordinate the production of school documents, which may include the Prospectus, Policy documents and prepare information for external agencies as and when required for example Ofsted, auditors.
- To produce reports for the Governing Body as instructed by the Headteacher or Deputy Headteacher.
- Prepare and collate relevant school data weekly for discussion as part of SLT meeting.
- Oversee the school management plan and ensure senior leaders are provided with timely reminders of internal and statutory deadlines.

Managing enquiries

- To liaise with staff, parents, local community, and professionals as required, on behalf of the Headteacher
- To welcome the Headteacher's guests and visitors and to provide hospitality.
- To manage and co-ordinate complaints, in accordance with the school's Complaints Procedure and maintain the complaints register and produce reports as required
- To oversee the arrangement, organisation, and preparation of school events, which may include open evenings and new parent evenings
- To attend leadership meetings (SLT, LMT, Finance/operational/SIP) to have an awareness of current issues and be the first point of contact for staff, parents, governors and other stakeholders looking to speak with the Headteacher.
- To be the key point of contact for press enquiries and any general information requests about the school

Administrative lead

- To develop an office team that delivers and meets the needs of the school
- To ensure all staff create a professional and welcoming reception for all visitors and parents and all visitor checks and health and safety processes are in place to monitor entry in and out of the building
- To line manage and organise all administrative staff ensuring the smooth and effective running of the school office and all administrative and communicative systems
- To manage administrative staff performance and appraisal

Administrative support

- To provide a confidential administrative support service to designated senior leaders as required
- To carry out general administrative duties, including filing, photocopying, record keeping and cover reception duties as and when required
- To assist with recruitment procedures, including drafting advertisements and collating job packs

- To minute formal meetings such as internal SLT meetings, LMT meetings, parental complaints, and individual staff meetings as appropriate
- To contribute to the good order and running of the school by doing any other task deemed reasonable by the Headteacher and commensurate with the grade.
- Proof-read outgoing communication to ensure it is of the highest standard

Responsibilities

- To supervise the work of any Secretarial or Admin Assistants allocated to the postholders' area of responsibility
- To support the functions of the Springwell Inclusion Partnership as appropriate and upon request

Supporting the school

At an appropriate level, according to the job role, grade and training received, all employees in the school are expected to:

- Support the aims, values, mission, and ethos of the school and participate in a team approach to all aspects of school life
- Attend and contribute to staff meetings and INSET days as required and identify areas of personal practice and experience to develop
- Take responsibility for safeguarding always following the agreed policies, be aware of confidential issues linked to home/child/school and keep confidences appropriately
- Be aware of health and safety issues and act in accordance with Health and Safety policies
- Ensure implementation and promotion in employment and service delivery of equal opportunities policies and statutory responsibilities

Other duties

The post holder may be expected to carry out duties other than those given in the job description where the level of responsibility is similar and he/she has appropriate qualifications or receives appropriate training to carry out these duties.

Signed:

Date:

Person Specification

Post: Personal Assistant to the Headteacher

ESSENTIAL	DESIRABLE
Qualifications	
<p>GCSE in Maths and English C grade or equivalent</p> <p>Educated to A level or equivalent level. Together with a relevant qualification at NVQ Level 3 or equivalent previous experience.</p> <p>PA/secretarial qualification (e.g. RSA III or equivalent)</p>	<p>Educated to degree level or significant equivalent experience</p> <p>Ability/experience in using school computer systems (SIMS, TUCASI etc)</p> <p>Safer recruitment training</p>
Experience	
<p>Several years' experience of managing multiple complex diaries or the role of Personal Assistant or senior admin assistant.</p> <p>Experience of coordinating and attending Governors board and/or senior level meetings, including note taking, creating minutes and follow-up action management</p> <p>Experience of line management</p> <p>Experience of working in a team with good interpersonal skills</p>	<p>Experience of acting as a personal assistant within an education or special school setting</p> <p>Experience of marketing, social media, and promotional communications</p> <p>Experience of managing projects, monitoring milestones, deadlines, and deliverables</p>
Knowledge, skills and abilities	
<p>Ability to work on own initiative & plan & organise own workload.</p> <p>Ability to solve problems and use own judgement, within the scope of the school's defined policies and procedures</p> <p>Ability to analyse situations and possible outcomes to identify the most effective course of action</p> <p>Excellent interpersonal skills, influencing and persuasion skills together with evidence of success in building and forming working relationships</p> <p>Ability to communicate effectively to a range of audiences, including senior management, through excellent written and oral communication skills</p> <p>Good understanding of school administration</p> <p>Ability to be flexible and cope with interruptions in workload</p> <p>Able to work accurately and with attention to detail</p> <p>Able to multi-task effectively, work flexibly and to deadlines</p> <p>Able to work independently but follow instructions and seek advice if needed</p>	<p>Speedwriting/shorthand experience</p> <p>Proven ability to work with a wide range of audiences</p>

<p>High level of IT literacy including significant and detailed knowledge and experience of MS Office.</p> <p>Proven ability to provide and receive highly complex, sensitive information, maintaining strict confidentiality.</p> <p>Discreet and tactful in all matters where sensitivity and confidentiality is critical</p> <p>Adaptable to working with new systems and software packages</p> <p>Knowledge of committee structures and governance compliance</p>	<p>Experience of using Microsoft SharePoint.</p>
<p>Equality, inclusion and safeguarding issues</p>	
<p>Ability to integrate equality policies into service delivery</p> <p>Commitment to safeguarding</p> <p>Responsible for following the school's health & safety policy, practices, and procedures</p> <p>Ability to maintain confidentiality and act with integrity</p>	
<p>Personal Qualities</p>	
<p>Resilience and flexibility</p> <p>Highly organised</p> <p>Supervisory skills</p> <p>Ability to remain calm under pressure, resolve problems and meet deadlines under these conditions.</p> <p>Willingness to undertake both formal and informal training</p> <p>Commitment to the activities of the Southampton Inclusion partnership and working with the Local Authority</p> <p>Excellent communication skills with a proven ability to interact effectively with Governors as well as internal and external stakeholders</p> <p>Sound judgement and decision making – confident in using own initiative, high degree of literacy, able to draft correspondence on behalf of the Headteacher</p>	