



## **JOB DESCRIPTION**

**POST:** **HEADTEACHER'S PA**

**REPORTS TO:** **Headteacher**

**POST DETAILS:** **Permanent, term time only plus additional weeks during school closures or all year round**

**8.00 am to 5.00 pm - 1 hour for lunch**

Talbot Heath is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

**Purpose:**

To provide a confidential and personal service to the Headteacher, carrying out a range of secretarial and administrative tasks and maintaining the efficient running of the Headteacher's daily business and the wider school office. This includes oversight of administrative systems, compliance processes and line management of office staff.

**Main Duties and Responsibilities:**

**Managing enquiries**

- Act as the first point of contact for staff, parents, governors and other stakeholders seeking to speak with the Headteacher.
- Deal with telephone and face-to-face enquiries professionally, efficiently and with sensitivity.
- Assist with managing the school office and Headteacher's inboxes, ensuring expected response times are met.
- Welcome visitors on behalf of the Headteacher and oversee visitor admission procedures. Ensure robust safeguarding and identity verification processes are followed for all visitors.
- Handle confidential correspondence with the utmost discretion.
- Act as liaison with the Clerk to Governors, supporting arrangements for governors' meetings, hearings and formal panels.

## **Administration and diary management**

- Coordinate the Headteacher's diary, organise meetings, and ensure the Headteacher is fully briefed.
- This includes: keep the Headteacher's work-in-progress files up to date, tracking outstanding actions.
- Prepare reports, documents and briefings for meetings.
- Maintain accurate manual and digital records in line with policies and compliance requirements.
- Be responsible for the central calendar management for Talbot Heath, including managing event requests, working with the Headteacher to negotiate use of spaces, supporting the approval of events, ensuring accurate and timely information is recorded, and attending weekly site team meetings alongside the Headteacher to support effective preparation for school events.
- Take minutes of meetings and prepare accurate records and action logs as required.
- Provide administrative support for the bursary application process, working closely with the Head of Admissions and the Bursar to manage associated paperwork and documentation.
- Provide administrative support for staff leavers, liaising with the Admissions team, Finance team and parents where appropriate to acknowledge notice and support processes relating to provisional notice.
- Support the administration of pupils transferring to other schools, ensuring appropriate liaison with internal teams and timely completion of required documentation.
- Provide administrative support for the staff performance appraisal cycle, including coordinating documentation and managing invitations and scheduling for probation and review meetings.

## **Office management**

- Ensure the smooth and effective running of the school office.
- Ensure the school reception provides a welcoming, professional environment for all visitors.
- Cover Reception in the Receptionist's absence.
- Manage hospitality for the Headteacher's meetings, events and functions throughout the year and provide refreshments for visitors as appropriate.
- Take responsibility for ensuring incoming and outgoing post is distributed and delivered.
- Authorise and order school office stationery and stamps, managing expenditure against an agreed budget.
- Contribute to accurate pupil record-keeping and all parent correspondence.
- Ensure general security in the school office, including safekeeping of valuable items and management of access to the premises.
- Take responsibility for updating food/allergy/information and issuing of allergy discs for pupils.
- Ensure the office and school telephones are operated from 8.00am until 5.00 pm each day.
- Be responsible for ensuring that all general word processing – letters, forms, booklets and programmes are completed accurately and maintained.

## **Leadership and line management**

- Line manage the Receptionist and any other designated administrative staff.
- Carry out performance reviews, appraisals and support staff development.
- Develop a positive, solutions-focused office team that provides high-quality support to the school.

## **Emergency procedures**

- Deal quickly and calmly with any emergencies, providing accurate information to the emergency services if/when required.
- Ensure pupil registers and staff lists are taken to the emergency meeting point in the event of a fire or other emergency requiring evacuation.

## **Knowledge, Skills and Attributes**

### **Essential Criteria:**

- GCSE English and Maths (Grade C/4 or above).
- NVQ Level 3 in Business Administration or equivalent (desirable).

### **Experience**

- Experience carrying out administrative and secretarial tasks at a senior level.
- Experience handling confidential information.
- First aid trained (will be provided if necessary)
- Experience line managing staff.
- Experience working within a school environment (desirable).

### **Skills and knowledge**

- Excellent oral and written communication skills.
- Ability to plan, organise and prioritise effectively.
- Strong attention to detail and accuracy.
- Ability to use IT systems including Word, Excel and MIS platforms.
- Knowledge of safeguarding, GDPR, DfE and ISI regulatory requirements, and confidentiality requirements (desirable).

### **Personal qualities**

- Professional, discreet and committed to confidentiality.
- Calm under pressure and able to manage competing priorities.
- Strong team ethos and a commitment to the school's values.
- Adaptable, proactive and able to manage change effectively.

## **General**

- To promote and support Talbot Heath's culture of "Honour before Honours" and encourage staff and pupils to follow this example.

- To promote and safeguard the welfare of pupils in your care or that you come into contact with in accordance with Talbot Heath School's Child Protection and Safeguarding Policy.
- To comply with, promote and act in accordance with all Talbot Heath policies.
- To be responsible for complying with data protection legislation and expectations for confidentiality.
- To be responsible for complying with health & safety legislation and guidance. Any issues or breaches to be reported to the Facilities Manager immediately.
- To maintain consistent working relationship with colleagues, supporting them in line with your role and responsibilities.
- To keep colleagues informed about aspects of your work and schedule which may affect the support you can give them.
- To develop your effectiveness by up-dating your knowledge and skills, seeking and taking account of constructive feedback on your performance, making effective use of the development opportunities made available to you.
- To be courteous to colleagues and provide a welcoming environment to visitors.

### **Additional Information**

The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Headteacher to reflect the changing needs of the Talbot Heath School.

*Talbot Heath School is unable to employ anyone who does not have the legal right to live and work in the UK. This evidence must be produced at the interview stage of the process.*

*Talbot Heath School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and has an Equal Opportunity Policy. The successful applicant will require an Enhanced DBS check.*

*The position will involve regular contact with children and therefore is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exemptions Order 1975, 2013 and 2020. It is an offence to apply for this role if barred from engaging in regulated activity relevant to children.*

*Talbot Heath School is a registered charity (number 283708) existing to provide high quality education for children.*