



CLAYESMORE

Job Title **Head's PA**

Responsible to **Head**

Role Overview

The primary purpose of this position is to assist the Head in managing all aspects of her duties; the appointee will report directly to the Head. This is a key role that requires a flexible approach to working practices, including time management and reacting to unexpected/short-notice changes of priority. The postholder will line manage the reception function in the Senior School.

Responsibilities and Duties

- To be an effective and efficient PA who is a calm, capable and relentlessly cheerful first point of contact representing the Head
- To deal with the Head's post, letters, e-mails, calls and general communications, including word processing and mail merging and screening telephone calls and answerphone messages, dealing with them as appropriate
- To ensure the Head is well prepared for the day and weeks ahead, assisting with presentation material, ensuring documents are available and rooms are well-presented
- Use initiative and good judgement when planning ahead, with excellent communication skills
- Look ahead and anticipate potential issues, clashes and problems and work to resolve them on behalf of the Head
- To prepare agendas and reports and take minutes of meetings
- To ensure that meetings do not over run and provide refreshments for all meetings if required
- To manage the Head's diary, including protecting and prioritising the Head's time during busy periods
- To co-ordinate Head's events and conferences, and work with the relevant Support Heads of Department who will ensure effective delivery
- To arrange visits, lunches and meetings
- To issue all invitations to Head's Dinners and other events and liaise with catering concerning menus and table plans
- To organise and invite staff and Governors to various events at the Head's house as appropriate

- To liaise with the Head's spouse concerning school dinners and visits, keeping him informed of the Head's commitments
- To ensure the smooth running of the Head's office, working closely with support departments and SLT
- Proof-reading of all letters and documents (including UCAS forms) sent from the Head's office
- To manage the Head's office budget and credit card payments
- To arrange travel and accommodation for the Head where necessary
- Provide administrative support for the Clayesmore Society and Friends of Clayesmore
- To liaise with the Registrar regarding scholarship interviews and to ensure that scholarship offers are sent out in a timely fashion
- To liaise closely with the school Marketing, Admissions and Development office
- To ensure that all documentation produced adheres to the school's brand identity
- To produce the Head's termly reports for pupils
- To arrange prospective parent appointments and visit arrangements, liaising with the Registrar to block suitable times for prospective parent visits
- To support the Registrar when necessary
- To attend and minute ELT, SLT, Calendar and other meetings as required, distributing minutes as appropriate
- To liaise with staff in respect of weekly meetings with the Head
- To arrange with the Chair of Governors to meet the Head on a regular basis
- To organise references for staff and pupils as appropriate
- To write and update prospective parents and school visits google sheet
- To work with and support the administrative team(s), providing reception duties when required
- To assist the DFO, if required, during the Bursar's PA holiday periods
- To demonstrate a commitment to improving and developing the organisation's processes and facilities
- To undertake other tasks as reasonably requested by the Head

Person Specification

Essential

- Embody the values of Clayesmore, demonstrating loyalty to the school and its ethos
- Previous PA experience, including office management and PA to a senior manager
- Previous line management experience
- Excellent personal and organisational skills with the ability to multitask whilst maintaining strong attention to detail
- A 'people person' able to work well as part of a team, always willing to go the extra mile
- Represent the Head with a relentlessly cheerful, approachable, flexible and 'can-do' attitude

- Be professional, polite, efficient and discreet at all times
- Able to work under pressure and to meet deadlines
- Strong attention to detail, articulate and high levels of literacy and numeracy
- Self motivated and able to demonstrate initiative and problem solving skills
- Demonstrates attributes of discretion, tact and diplomacy
- Computer literate, specifically Microsoft and Google packages with an understanding of the principles of good data management
- Excellent communicator, both written and oral
- Courteous, cheerful, welcoming and caring demeanour and telephone manner
- Demonstrates the ability to interact well with all members of the school and wider community
- Professional personal appearance and conduct at all times

Desirable

- Previous experience of working in a similar educational setting
- Experience of using iSAMS
- Ability to use shorthand would be advantageous for minute taking

Additional Information

- This is a full time appointment, not restricted to term time only.
- The normal working week will be 8.30am until 5.00pm, Monday to Friday, with a half hour unpaid break (ie, 40 hours paid per week). However, the ability to respond to emerging events and a flexible approach to working hours on a daily basis is essential.
- Holiday entitlement will be 30 days (pro rata if part time) per year (1 September – 31 August), plus 8 bank holidays. You may be required to work any public holiday when the School is open, for which time off may be given. The School reserves the right to designate up to 5 days per holiday year in order to facilitate School closure.
- Benefits include a free lunchtime meal, free membership of the Clayesmore Sports Centre, Death in Service benefits and a non-contributory pension scheme with a current contribution from the school of 8% of your salary.
- Membership of the Clayesmore Society and associated member benefits

Date reviewed : **November 2023**

Reviewed by : **Head / Director of Finance and Operations / Head of HR**

Clayesmore School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants for this post must be willing to undergo safeguarding screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service.