pipers corner SCHOOL

**Job Description
Personal Assistant to the Headmistress**

Purpose*:*	To provide professional, comprehensive and confidential administrative support to the Headmistress
Responsible to:	The Headmistress
Salary:	Competitive, dependent on experience
Hours:	0800 – 1730 hours, Monday to Friday, 52 weeks per year
Annual leave:	Six weeks to be taken during the school holidays

The following qualities are essential:
- a highly professional, methodical and expeditious approach to handling data
- a calm and personable manner
- good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations
- discretion and proven tact and diplomacy in dealing with adults and children
- ability to work as a member of a collaborative team
- capacity to remain calm and to cope with the unexpected
- ability to prioritise work efficiently and effectively
- energy and enthusiasm
- excellent ICT skills

Principal Responsibilities:

- to support the Headmistress in the day to day running of the school and follow up on queries
- to deal with a wide variety of emails, telephone calls and enquires from parents, staff, pupil, visitors, other schools and outside agencies
- to anticipate events and activities which need to be brought to the Headmistress's attention
- to proactively explore opportunities for the Head's CPD and networking
- to ensure that confidentiality is maintained as appropriate on pupil and staff matters
- to open Headmistress's post and, when required, draft responses to letters
- to ensure that the Headmistress's diary is kept up to date and to liaise with all parties involved in meetings or visits to the school
- to manage the Headmistress's correspondence including letters and emails
- to process reports on behalf of the Headmistress such as the Head's Termly Report to Governors
- to prepare Christmas card lists on behalf of the Headmistress
- to ensure the Headmistress's notice board in the Staff Room is kept up to date
- to manage the agenda and take minutes for the Senior Leadership Team meetings
- to liaise with Admissions in relation to prospective parent meetings
- to draft the Pipers term dates and share with the Senior Leadership Team for approval
- to process and acknowledge notifications of formal notice from parents, including the management of tracking documents and liaise with relevant staff
- to notify Buckinghamshire County Council of any changes to the pupil roll
- to process confidential references for pupils
- to manage parent requests for pupil leave of absence
- to liaise with the Head of Pre-Prep to oversee the recruitment of pupils to Creche roles each summer
- to manage the complaints register and supporting data and to organise termly complaints review meetings

- to support the Academic Administration Manager and the Safeguarding and Pastoral Administration Manager when reviewing and updating school policies
- to process applications for all events and trips throughout the school and liaise with relevant members of staff
- to assist with the organisation of school events such as Speech Day, Staff Farewells, Open Day and the Carol Service
- to organise termly certificate assemblies
- to draft INSET agendas for approval by the Senior Leadership Team and to liaise with the Academic Administration Manager and the Safeguarding and Pastoral Administration Manager to organise INSET
- to organise and manage Parent Forums
- to arrange dates for uniform suppliers to visit school during Spring and Summer Terms and the photographers to visit in the Autumn and Summer terms
- to liaise with the Head of Sixth Form to prepare destinations list of all Upper Sixth leavers and to arrange for the Honours Board to be updated every two years
- to work with the Senior Leadership Team and the Academic Administration Manager and the Safeguarding and Pastoral Administration Manager in the preparation for inspection
- to keep the Pipers Corner data up to date on the ISI website
- to maintain the Headmistress's filing system
- to authorise stationery orders and other such invoices as relevant
- to provide administrative support to the Senior Leadership Team as required
- to support the Academic Administration Manager and the Safeguarding and Pastoral Administration Manager as required
- to meet regularly with relevant members of the support team
- to liaise with the School Chaplain
- to attend Open Morning and Speech Day
- knowledge and experience of the whole school procedures, organisation and structure so that work can be prioritised and synchronised with the requirements of the Headmistress and the school

Other

- to carry out other reasonable duties which the Headmistress or Senior Leadership Team may request.
- to complete any training as required for role/responsibilities.

Staff are responsible for their own professional development and together with their line manager are encouraged to identify courses which might address any areas for future growth.

November 2021

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Person Specification

Qualities	Essential	Desirable	Method of Assessment
Experience	• 5 A-C GCSE or equivalent including English and Mathematics • experience of working effectively within a team and leading on own initiative • experience of working with a diverse range of individuals • experience of developing and managing databases and information systems • experience of training users in using information systems • understanding and awareness of issues relating to the access and use of information and knowledge • sound knowledge of safeguarding and child protection	• experience of reporting • experience of ICT troubleshooting • experience overseeing a database management system • working within a school environment	A/I
Skills	• excellent information technology skills, particularly database related • excellent written and oral communication skills • excellent organisation skills including ability to manage multiple tasks and projects and an ability to prioritise and work to deadlines – results driven at all times • information searching skills • high level of competence in word processing, spreadsheets, office administration systems and electronic media • a methodical and expeditious approach to handling data • a calm and personable manner • good interpersonal skills; the ability to communicate effectively with a variety of people and to assess and diffuse confrontational situations • discretion and proven tact and diplomacy in dealing with adults and children • ability to work as a member of a collaborative team • capacity to remain calm and to cope with the unexpected • ability to prioritise work efficiently and effectively • energy and enthusiasm	• experience managing a website/portal • training and facilitation skills • experience of using the internet to find relevant information	A/I/T
Other attributes	• able to work on own initiative with limited supervision • problem solving approach •	• ability to work after hours if necessary to ensure tasks are completed	I

Personal Competencies, Qualities, attitude and behaviours	• The personal qualities, attitude and behaviours that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people • motivation to work with children and young people • ability to form and maintain appropriate relationships and personal boundaries with children and young people • emotional resilience in working with challenging behaviours •	• The personal qualities that would assist the Applicant to perform effectively in the role	A/I

A = Application Form
I = Interview
T = Task