

## Job Description

<b>Job Title</b>	<b>Personal Assistant to Executive Head</b>		
<b>Location</b>	Learn to Live Federation		
<b>Reporting to</b>	Executive Head (Line Manager)		
<b>Directorate/Section</b>			
<b>Effective date of JD</b>	May 2026		
<b>Grade</b>	E	<b>Job Number</b>	G.2618

### Job Purpose:

To provide high-level, confidential administrative and operational support to the Executive Headteacher, while leading and coordinating effective administrative systems across the Federation. The role is integral to ensuring smooth daily operations, high-quality communication, and strong organisational effectiveness. Ensure the Executive Headteacher is kept fully informed of issues across the Federation, and maintaining a diary of requirements (teacher reviews, governor report deadlines and any other dates and deadlines) – often dealing with items of a confidential and sensitive nature. Promoting and safeguarding the welfare of children and young people.

### Main Duties and Responsibilities

Support the Executive Head teacher by:

- Act as the first point of contact for the Executive Headteacher and Federation, managing enquiries, visitors, and communications appropriately.
- Coordinate meetings, prepare agendas, reports, presentations, and briefing materials, including for termly whole-school meetings.
- Work closely with the Executive Headteacher to review, edit, and refine written communications and documentation.
- Attend meetings as required, take accurate minutes, distribute papers, and track and follow up on actions to ensure progress.
- Manage correspondence on behalf of the Executive Headteacher, drafting responses, highlighting urgent matters, and ensuring timely follow-up.
- Provide confidential administrative support, including handling sensitive matters and Freedom of Information requests.
- Maintain efficient filing systems and ensure accurate and secure record-keeping.
- Ensure all documentation produced is accurate and well presented to reflect the high standards, professionalism and brand of the Federation.

### Communication, Marketing and Engagement

- Lead on the strategic oversight and day-to-day management of Federation websites, ensuring content is accurate, current, and engaging.
- Coordinate social media, promotional materials, school videos, and prospectus development to promote the Federation.
- Produce and distribute newsletters and key stage communications.
- Manage reception display screens to ensure consistent and up-to-date messaging.
- Coordinate the promotion and advertising of school events and maintain the extended parent contact database.
- Design, distribute, and analyse surveys for parents and pupils, presenting findings to Senior Leaders and Governors.
- Support Heads of School with the preparation of materials for presentations, events, and stakeholder engagement (e.g. sixth form applications and parent sessions).

### **Administration and Operational Leadership**

- Lead and manage administrative systems across the Federation to ensure efficiency, consistency, and high standards.
- Line manage the administrative team, including reception staff, and support their professional development.
- Oversee training and performance to ensure an effective and responsive administrative function.
- Act as BromCom administrator, managing system access, user accounts, and data integrity.
- Coordinate key administrative processes including admissions, data collection, and pupil documentation.
- Arrange bookings, meeting rooms, resources, and hospitality for visitors and events.
- Liaise with site teams and external providers (e.g. photographers, reporting systems) to support operational delivery

### **Safeguarding, Compliance and Governance**

- Support safeguarding processes, including preparing materials and attending confidential meetings when required.
- Ensure all documentation, policies, and administrative processes meet statutory and regulatory requirements.
- Manage policy updates and renewal cycles, including coordination with SLT and Governors for approval.
- Maintain statutory information, including updating GIAS.
- Collate and produce the termly Executive Headteacher's Report to Governors.
- Maintain strict confidentiality and ensure compliance with data protection legislation at all times.

### **Projects and Development**

- Support the Executive Headteacher in driving innovation and development projects across the Federation.
- Lead and coordinate key initiatives, including website development, branding, promotional strategies, and community engagement.
- Oversee fundraising platforms such as the school lottery and campaigns.
- Organise the annual production and distribution of home-school diaries.
- Coordinate outbreak communications in line with UKHSA guidance.

### **Student and Parent Services**

- Support key administrative processes relating to pupils and families, including absence requests, transport claims, and parent communications.
- Assist with the organisation of parent evenings and key school events.
- Support sixth form application processes and associated communications.
- Coordinate transition information and pupil packs across the Federation in collaboration with Heads of School and College.

### **Additional Responsibilities**

- Act as a designated Fire Warden.
- Engage in ongoing professional development and training to maintain up-to-date knowledge and skills.
- Undertake any additional duties commensurate with the role, as directed by the Executive Headteacher.
- Reviewing data loss entries on CPOMS and issuing appropriate responses using agreed templates
- Acting as liaison between the PTFA and the school
- Coordinating end-of-year processes such as leavers' hoodies and transition communications to extended parents

This document outlines the duties required of the post holder for the time being, to indicate a level of responsibility. It is not a comprehensive or exclusive list, and from time to time duties may be varied according to the needs of the school and pupils, which will not change the level of responsibility or general character of the job.

**Person specification:**

Attribute	Essential	Desirable	Method of Assessment
Management	Ability to manage all aspects of a team from recruitment to resource allocation		
Experience	<ul style="list-style-type: none"> <li>• Experience of line managing a small team</li> <li>• Working in an administrative/secretarial role in a fast paced environment.</li> <li>• Maintaining confidentiality in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>• Providing 1-1 admin support to a CEO/senior member of staff.</li> <li>• Working in an educational environment.</li> </ul>	
Practical Skills	<ul style="list-style-type: none"> <li>• Confident writing skills with experience of drafting correspondence and taking minutes.</li> <li>• Demonstrate excellent organisation, initiative, and attention to detail.</li> <li>• Ability to prioritise a varied workload and work accurately under pressure to meet deadlines.</li> <li>• A flexible, supportive and responsive approach to work.</li> </ul>		
Communication	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills for dealing with a wide cross section of people.</li> <li>• Ensure all communication and documentation reflects the Federation's values and brand.</li> <li>• A polite and helpful telephone manner.</li> </ul>		
Personal Qualities	<ul style="list-style-type: none"> <li>• Maintain the highest standards of professionalism, discretion, and accuracy.</li> <li>• Build strong, collaborative relationships across all sites and stakeholders</li> <li>• Diplomacy and tact.</li> <li>• Ability to work well in a team and across teams.</li> </ul>		
Technology / IT Skills	<ul style="list-style-type: none"> <li>• Excellent PC skills.</li> <li>• Good knowledge of Microsoft Office applications, particularly Outlook, Word, Excel and Powerpoint.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Bromcom, Sharepoint and Canva</li> </ul>	
Education and Training	<ul style="list-style-type: none"> <li>• Good standard of education.</li> <li>• NVQ 3 or equivalent in administration.</li> </ul>		

Equal Opportunities	Devon County Council and its staff seek to eliminate discrimination, advance equality and foster good relations.	Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary	OH1
Other relevant factors	Commit and conform to DCC Customer Service Standards	

## **1. Supervision and Management:**

- Managing at least 4 administrative staff across 3 sites, carrying out professional development meetings. Monitoring the work of the Administrative staff and provide professional feedback, including coaching, as required.
- Supporting with training

## **2. Creativity and Innovation:**

- Adhere to all legal frameworks including GDPR / data protection etc.
- May be required to problem solve and use initiative to suggest possible courses of action to assist students, parents and the public with their enquiries, for which an understanding of laid down Federation policy and procedures will be required.
- The nature of some enquiries will require tact and sensitivity talking to parents and public on the telephone – these maybe expected or unexpected and the situation often requires initial diffusing and understanding to ascertain the best route through which to channel the problem.
- Must look critically at processes within the office and across the Federation and investigate and implement alternative solutions when and where appropriate.
- Project work to be undertaken on behalf of the Executive Head in terms of reviewing/rewriting internal/local documents/processes, researching/collating information.
- Will need to decide upon appropriate and effective methods of communication with parents / carers when representing the Executive Head.
- Some tasks will involve creating new spreadsheets, documents and letters for a specific purpose using various forms of IT programmes.
- Enquiries may be need to be undertaken to truly establish the nature of an enquiry and ensure an appropriate outcome, as the needs of the person making an enquiry may not always be clear.

## **3. Contacts and Relationships:**

- The post holder will have regular telephone, email and face to face contact with staff/pupils/parents/carers across the Federation as well as with outside agencies: social services, childcare managers, respite centres, DCC departments, DfE, other schools etc.
- The postholder will be the main point of contact between the Federation and external stakeholders relating to many matters the Executive Head is involved in.
- Enquiries are likely to be confidential and sensitive in nature, requiring a calm, tactful approach from the post holder to ensure a situation is not exacerbated and a compromise can be reached.
- The post holder may find themselves dealing with parents in stressful and upsetting situations, which occasionally may mean they are rude, aggressive and angry and present other emotions, requiring a calm, diplomatic and understanding response. An awareness of the difficulties and pressures some parents are under is required.
- All contact is key in securing an effective, safe and productive learning environment within the school.
- The nature of the role requires the post holder to interface with a high level of self confidence.
- The post holder must communicate a good understanding of Federation policy/procedures, in order to sustain the Federation's successful working relationships with many contacts/ outside agencies

#### **4. Decisions- Discretion:**

- There will be regular communication with outside agencies at all levels on behalf of the Executive Head.
- This role requires complete adherence to confidentiality guidelines due to the level of information sharing with the Executive Head and other members of SLT.
- Most decisions are made generally by referring to DCC guidelines and procedures, or agreed local policy. There is however, the freedom to make decisions on how best to deal with a situation in this varied role.
- Will take sole responsibility for delegated tasks/projects from the Executive Head and SLT and be expected to work on their own initiative and without ongoing supervision.

#### **5. Decisions - Consequences:**

- The post holder will be required to source accurate information and, where appropriate, recommend options for consideration but ultimately will not be responsible for a decision to implement changes to procedural matters.
- SLT will assume that information provided by the post holder and included in reports is accurate.
- Parents / carers and other stakeholders need to have confidence in information they receive from the post holder and the way in which any issue is handled.
- The positive reputation of the Federation must be maintained as a result of quality of information, correspondence and assistance being of a high standard.
- Most decision making is supported by DCC guidelines and policy.
- Appropriate decision making in the flagging up of priority work/issues should ensure the Executive Head's time is used most effectively and that priorities are identified and deadlines met.
- The post holder will also assess incoming mail/post for the Executive Head to decide when it should be actioned and will refer telephone calls in the same way. By making such decisions and working in this way, the post holder will be supporting the Executive Head and ensuring a positive impact on their time.

#### **6. Resources:**

- The post holder has input responsibilities for various school databases.
- The post holder will be responsible for the proper use and safe keeping of general office equipment.
- The post holder will be responsible for ensuring their own computer / system is not misused and that all files worked on are stored in the appropriate area of the network.

#### **7. Work Demands:**

- Expected to juggle multiple tasks and prioritise own workload accordingly whilst dealing with constant interruptions from visitors, callers to a very busy office.
- Daily deadlines including reviewing Executive head's correspondence/emails.
- Working across 3 sites (federation wide).
- Immediate action required and change of activity cannot be avoided. Very short deadlines are often non negotiable.
- Requests from SLT in reaction to pressures on the school need to be dealt with in parallel, and many cannot be delayed. These could be urgent requests for information or despatching information to managers promptly. This happens constantly and needs to be prioritised.
- Ongoing admin duties that will need to be completed as a matter of course, so it is essential for the post holder to be able to organise/prioritise their workload effectively,

without constantly checking priorities with SLT / Executive Head. They will need to schedule more complex tasks on an ongoing basis throughout the working week.

- There is a need to recognise and adhere to numerous and significant deadlines. There is an expectation that reports and returns will be delivered on time both to internal and external stakeholders.
- No two days are the same and planning is very difficult. This necessitates the need to defer priorities previously identified in order to meet new demands.

#### **8. Physical Demands:**

Duties will be normal physical effort and will be undertaken in normal office environment. Heavy use of computers.

#### **9. Working Conditions:**

Office based – busy with moderate noise. No disagreeable or unpleasant working conditions.

#### **10. Work Context:**

- Can be required to deal with difficult visitors or telephone callers.
- There is heavy and sustained use of IT / DSE equipment.
- There may be occasions when some pupils present unpredictable behaviour and in these instances school protocols must be followed.
- Minimal risks relating to H&S in the use of computer equipment

#### **11. Knowledge and Skills:**

- The post holder will be required to have an understanding of the Federation policies and procedures in order to make informed decisions and deal with requests from a wide range of external and internal personnel.
- The Executive Head requires their work to be done to a high standard, for which the post holder will be required to have the necessary skills and initiative to produce the required results.
- Experience of all aspects of secretarial / office procedures and providing support to senior managers.
- Proficient use of word processing and Microsoft packages.
- Experience and knowledge of dealing with confidential information.
- Experience of minute taking.
- Attention to detail.
- NVQ3 or equivalent in Administration would be an advantage. A minimum of grade C (or equivalent) in English language and Maths.
- Strong organisational and prioritising skills and the ability to work unsupervised and use own initiative – self motivated with a positive attitude.
- Ability to be effective, accurate and tactful in personal and telephone contact.
- Good working knowledge of all MS Office applications and some knowledge of SIMS is preferred.
- Confident communicator with excellent interpersonal skills in dealing with people at different levels – customer service experience would be an advantage.
- Resilient and calm and a good sense of humour and team spirit.
- Excellent problem solving skills