

**DEPARTMENT: ADMINISTRATION**

**DESIGNATION: PA / ADMINISTRATION MANAGER**

**RESPONSIBLE TO: PRINCIPAL/ EBM**

**POST GRADE: LEVEL 7**

**RESPONSIBLE FOR: ADMINISTRATION DEPARTMENT**

**NAME:**

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| **Main Purpose of the Post** |
| To provide executive support to the Principal. This includes acting on behalf of the Principal communicating with a range of individuals, agencies, community groups and organisations.  To provide a confidential and personal service to the Principal and to support the Senior Leadership Team.  Lead and manage the Administration Office in an efficient and effective manner.  Responsible for HR administration duties. |
| **Core Responsibilities, Tasks and Duties** |
| 1. Duties  * Support the Principal and identified members of the SLT, dealing with all confidential matters. * Line manages the Office Manager, administrative and clerical staff employed at the Academy. * Evaluate administration processes and procedures at establishments, as directed by the Executive Trust Business Manager in order to ensure current administration regulations/guidance are met and that the administration standards set by the Trust are followed. * Identifies the need for, and provides support and guidance in, the implementation of new systems. * Sets out the Trust administration standards and gives support and guidance in order to achieve this. * Create absence reports to the Governing Body when required. * Monitor and maintain records of staff performance management and development in liaison with the Principal and Trust personnel. * Monitor the way policies and procedures are actioned and provide support where necessary. * Disseminate and explain decisions to staff, according to agreed leadership timetables where applicable, and be aware of the need for confidentiality. * Raise orders as requested. * Report any IT problems to RM or the Service Provider. * Liaise with the Trust Facilities Manager on any Estates items. * Academy contact for GDPR breaches, report to Central Operations Teams and follow process  1. Core Tasks  * Responsibility for the Complaints Policy; ensuring the Complaints Policy is fully adhered to, liaising with complainants, meeting policy deadlines and referring to Central Arbitration Committee if necessary. * Ensure the electronic diary of the Senior Leadership Team is maintained. * Manage the external Academy e-mail and distribute as appropriate. * Act as a key point of contact for visitors and parents meeting the Principal or members of the Senior Leadership Team. * Arrange meetings (internal/external) as requested. Take minutes as and when required. * Assist the Senior Leadership Team as required arranging meetings, typing correspondence, producing documents etc. * Process confidential correspondence. * Ensure whole year administration staff are deployed during holiday periods. * Ensure the Health and Safety guidelines are adhered to and support the Health and Safety Advisor in carrying out their duties. * Run the MIS system absence management module and ensure staff complete self-certification forms or provide doctors’ certificates as appropriate.  1. PA to the Principal/SLT  * Provide PA support to the Principal. * Organising and maintaining Principal’s diary and email on Outlook, screening calls and correspondence, prioritising, handling and directing information to relevant people, as required. * Organising meetings for the Principal. * Screening telephone calls, enquiries and requests, and handling them when appropriate. * Dealing with incoming mail and post. * To provide hospitality services for Principal meetings, as required. * To assist colleagues in providing hospitality at corporate academy events. * To provide, as required, a confidential secretarial service to other members of the Senior Leadership Team. * To liaise, with tact and diplomacy with other school staff and others outside the Academy, particularly parents, and representatives of the LA and the local community generally. * To attend the governors confidential meetings and Principal meetings to take minutes as requested.  1. Governance  * To act as point of contact between Chair of Governors and the Academy. * Work with the Clerk/ Deputy Clerk to the Governing Body and Principal to prepare and circulate agendas and supporting papers for specified governor meetings. * Co-ordinate guest attendance at appropriate governor meetings. * Manage organisation of the Learning Walks and governor Meetings.  1. Line Management  * Oversee the work of staff in the administrative and clerical team at the Academy. * Monitor and review the performance of the administrative and clerical staff through one to ones and staff meetings. * Undertake the development and performance management of all staff in the administration team. * Provide training for administration staff to ensure cover is available for colleagues. * Work with colleagues to improve the Academy’s administration systems to ensure the Academy Office is run efficiently and in line with the Trust requirements. * Undertake the appraisal and development of all staff for whom there is line management responsibility.  1. HR Responsibilities  * Completion of the recruitment process for all staff and volunteers for the Academy. * Ensure all statutory obligations of recruitment and appointment processes are followed; including meeting all Single Central Record and safeguarding requirements – for example, the processing of DBS clearance, eligibility to work in the UK, employment references and prohibition checks (N.B. This list is not exhaustive). * Support with the requirements of the ‘supporting staff attendance procedure’ to include: * Organisation of absence hearings in line with required timescales. * Complete welfare reviews, monitor absence management within required guidelines. * Employee referrals to Occupational Health with support from Trust HR team. * Co-ordinate and collate performance management documentation, liaising with staff to advise of due dates and request return of completed forms where required. * Typing, word processing, creating and maintaining excel databases, secretarial duties, using MIS/systems, to update staff personnel. * Minute taking and the production of minutes. * Assisting in the preparation of agendas, reports and circulars and resource material.  1. Ofsted  * Create and update self-evaluation file in readiness for Ofsted/DfE inspections.  1. General  * Regularly check academy diary, ensure meetings are going ahead and coordinate refreshments and hospitality, and book rooms. * Proof-read Academy documents/letters. * Maintenance of Academy and student records, including documentation of student admissions, attendances and related correspondence in line with the Retention Policy/GDPR. * Completion of statistical information and returns e.g. Academy Census. * Book travel to conferences. * Order supplies for the Administration Office. * Train staff to cover the PA role. * Coordinate and support events. * Amend work pattern / work flexibly to support meetings and events outside of the academy day * Support and work with all central teams. * Undertake First Aid training. * Undertake training to update and develop skills associated with the post. * Seek ways of improving quality in all aspects of the work. * Any other duties commensurate with the post as directed by the Principal/Chief Operating Officer or Executive Trust Business Manager.  1. Health and Safety  * Ensure a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Trust Health and Safety policy.  1. Professional Accountability  * The post holder is required to be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person. In addition, they are to contribute to the achievement of the school’s objectives.  1. Safeguarding  * Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.  1. Equalities  * Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation. |
| **Declaration** |
| **The Alpha Academies Trust is committed to safeguarding and promoting the welfare of children and young people.**  Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Dated\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |



**PERSON SPECIFICATION**

**APPOINTMENT OF:PA / ADMINISTRATION MANAGER**

**DEPARTMENT:**  **ADMINISTRATION**

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| **Minimum Requirements** | **Measured by:**  **A) Application**  **B) Test/Exercise**  **C) Interview** |
| **QUALIFICATIONS/TRAINING:**  **It is essential that the post holder has:**   * Grade 4 plus or equivalent A-C at GCSE level, or equivalent, in English and Mathematics * Good standard of education * Relevant and up to date qualifications in keeping with both an office and school/academy working context * Evidence of continued, relevant professional development   It is desirable that the post holder is/has/can:   * Further education qualification or equivalent * Experience of working in a PA role or in office management | **A** |
| **EXPERIENCE/KNOWLEDGE**  **It is essential that the post holder is/has/can:**   * Knowledge and experience of whole academy procedures, organisation and structure * Relevant experience of leading and managing a team in a similar environment. Experience in a school or education context is desirable * Demonstrate proven leadership skills with a strong commitment to the motivation of the team * Conversant with school management systems including Arbor and SAM People   **It is desirable that the post holder is/has/can:**   * Previous experience of working in a school environment within administration, or in a working environment as a Personal Assistant | **A & C** |
| **SKILLS AND ABILITIES**  **It is essential that the post holder is/has/can:**   * Highly effective written and verbal communication skills – the ability to compose letters accurately. * Ability to work on own initiative and make decisions. * Ability to work as a member of a collaborative team. * Excellent organisational and planning skills. * Ability to relate to all personnel and children within the Academy environment. * Ability to approach all confidential matters with discretion, sensitivity and diplomacy, preserving the integrity of academy information and complying with the requirements of GDPR. * Commitment to high standards and continuous improvement * Ability to establish a positive ethos and sense of high achievement for all. * Highly developed interpersonal and communication skills including the effective use of ICT. * Strong negotiating and influencing skills. * Ability to meet challenges successfully. * Openness to challenge, risk-taking and creative ideas. * Can empathise with the needs of students, parents and staff in a firm, consistent manner. * Ability to command respect from students, staff and parents; * Ability to understand, analyse and make effective use of a range of data. * Dynamic. * Positive and optimistic. * Pragmatic. * Proactive. * Resilient when working under pressure. * Team player. | **C** |
| **ADDITIONAL FACTORS:**  **It is essential that the post holder has:**   * An ability to fulfil all spoken aspects of the role with confidence through the medium of English. * Undertake First Aid training. * A willingness to undertake appropriate training. * A commitment to maintain high customer care standards. * A willingness to undertake appropriate training. * Awareness and sensitivity with regard to equal opportunities and race equality. | **C** |