

JOB DESCRIPTION – EXECUTIVE SUPPORT ASSISTANT

PAY is committed to the safeguarding and wellbeing of its pupils.

Job Title/Post: Executive Support Assistant

Salary: SO2

Responsible to: COO/DSI

Job Description:

The Executive Support Assistant will support, organise and manage administration, support systems and other activities that enable the effective running of the Trust. This will include PA, secretarial support and some Project Management to the Trust CEO and other members of the Executive Team.

Job Specification:

A portion of the work will be to support the delivery of the Trust School Improvement Plan and to support the Executive Team with the growth of the trust.

Line management will be through the COO and DSI of the PAY Trust although some task management and support may be requested by the Chair of the Trustees.

The Executive Support Assistant will work in areas such as diary management, communications, governance support and general office management duties. There may also be some specific support for specialist functions such as school improvement.

PRIME OBJECTIVES OF THE POST:

To assist in the provision of high quality professional, flexible, proficient and constructive clerical, administration, financial support and secretarial support to the Executive Team.

Responsible to the COO and DSI, from whom they will receive formal supervision and who will allocate work when necessary. However, much of the work is self-generating, and the post holder will be expected to work within established procedures and guidelines and to prioritise day-to-day work, dealing with exceptional or complex queries to senior members of staff.

To provide prompt and effective information, advice and access to services provided by the Central Team to Schools, Trustees, external organisations, and dealing with requests for help and intervention, seeking guidance from and working in conjunction with senior/qualified professional staff on more complex requests. Undertaking and promoting the Trust to public and external agencies.

May from time to time be required to undertake other duties commensurate with the grade and level of responsibility defined in this job description.

KNOWLEDGE AND SKILLS:

(See Personnel Specification)

EFFORT DEMANDS:

- Will work under own initiative with limited supervision, working to the priorities set by the Central Team/COO.
- To contribute to the overall ethos/work/aims of the Trust.
- Will make complex decisions regarding individual visitors/callers in terms of the advice and information provided, liaising with other staff within the schools and assessing the level of urgency.

- Day to day decisions regarding the organisation of the working area/workload and priorities; assisting with the planning and development of the support services.
- To participate in in-school training and other training programmes as required, and maintain personal and professional development in order to meet the changing demands of the post.

ORGANISATION

- To give complex advice and guidance as appropriate, making decisions regarding individual visitors/callers in terms of the advice and information provided and making judgements within established procedures and guidelines, liaising with other staff within the school and assessing the level of urgency.
- Dealing with routine and less routine enquires. Given the changing needs of the Trust, workloads can vary to involve less routine and tasks and the post holder will be expected to undertake these with little or no supervision as they arise, verifying/authorising action where applicable, liaising with senior members of staff on more complex issues if necessary.
- Provide organisational and complex advisory support to the Trustees.

ADMINISTRATION

- Provide an effective and efficient comprehensive administrative service, including the full range of administrative duties.
- Create and maintain manual/electronic filing and information systems, including those of outside agencies e.g. DfE.
- Undertake typing, word-processing and complex IT based tasks (audio and copy typing services, letters, memos, minutes etc), some of which may be highly confidential and sensitive in nature.
- Undertake confidential and routine administration, e.g. documents and reports, responding to complex letters and emails/maintaining and updating distribution lists/arranging and coordinating support team meetings as well as other school meetings on behalf of school staff and governors/room bookings/minute taking/retrieve and disseminate information as appropriate.
- Diary management.

OTHER

- Use good common sense and exercise considerable initiative in all matters relating to the conduct and behaviour of individuals, groups of pupils and whole classes; the correct use and care of materials by individual and small groups of pupils, the safety, mobility (if required) and hygiene and wellbeing of the pupils.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Take a lead role in one off projects e.g. event organisation.
- Dealing with confidential matters.
- Assist with marketing and promotion of the Trust and specific projects, developing constructive relationships and communicate with other agencies and professionals.
- Preparing refreshments and clearing away.
- Liaising with other administrative staff and other staff in the academies.
- Liaising with partner institutions, other institutions, external agencies, government departments.

- Receiving and escorting visitors around the Trust.

ENVIRONMENTAL DEMANDS/WORKING CONDITIONS:

- Available to work during school hours during term time and a willingness to be flexible as may be required to attend staff meetings/training sessions outside of usual hours.
- Will have contact with members of the public/other professionals e.g. teaching staff, governors, parents/carers, community groups, local education authority, external providers etc.
- May be a key holder and have security responsibilities.
- The post holder may occasionally be subjected to antisocial behaviour from members of the public/parents/site users.
- This post may include a degree of manual lifting and handling. You are expected to be aware of health and safety policies and procedures and frequently assess your ability to carry out the lifting tasks required of you.
- Report all concerns to an appropriate person.

FLUENCY DUTY:

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard.

For this role the post holder is required to meet the Intermediate Threshold Level.

INTERMEDIATE THRESHHOLD LEVEL:

The post holder should demonstrate:

- They can express themselves fluently and spontaneously with minimal effort and,
- Only the requirement to explain difficult concepts may hinder a natural smooth flow of language.

SPECIAL CONDITIONS OF SERVICE:

- No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (An enhanced DBS check is required).

OTHER SPECIFICATIONS:

- To be aware of and comply with policies and procedures relating to child protection; being vigilant for signs that children may be being abused and to report any such suspicions to the school's nominated Child Protection Co-ordinator or the Headteacher.
- To act in accordance with the Data Protection Act and maintain confidentiality at all times e.g. access to staff/student/parent and carers files.
- Accept and commit to the principles underlying the Schools Equal Rights policies and practices.
- Prepare agendas, attend and record minutes for meetings as directed by the COO/DSI.
- Prepare and track actions and follow up on outstanding actions in advance of meetings.
- Be able to perform all duties and tasks with reasonable adjustments, where appropriate, in accordance with the Equality Act.
- Must be legally entitled to work in the UK.

PERSONNEL SPECIFICATION:

	ESSENTIAL (E)/DESIRABLE (D)
EXPERIENCE:	<ul style="list-style-type: none"> • Experience using Microsoft Office and complex databases with excellent IT skills. (E) • Experience of working in a school office environment at a senior level to include development, management and operation of administrative/ICT systems. (D) • Experience of working in a school office. (D) • Experience of managing staff. (D) • Evidence of working in an environment where experiences included taking initiative and self-motivation as well as team work. (E) • Provide evidence of having previously spoken fluently to customers at an Intermediate Threshold Level. (E)
QUALIFICATIONS/ TRAINING:	<ul style="list-style-type: none"> • Minimum of GCSE English and Mathematics at grade C or above (or equivalent). (E) or NVQ4 (or equivalent) in a relevant discipline. • Higher level qualifications e.g. A-Level; degree. (D) • NVQ/BTEC/City & Guilds qualification (or equivalent) in a related discipline. (D) • Shorthand. (D)
KNOWLEDGE/SKILLS:	<ul style="list-style-type: none"> • Extensive experience of higher-level office work including dealing with a complex workload. (E) • Knowledge of schools and how a support service within a school is run. (D) • Excellent literacy and numeracy. (E) • Excellent communication and listening skills. (E) • Knowledge of and the ability to use office machinery e.g. photocopiers, scanners, shredding machine etc. (E) • Experience in the use of complex databases and other software packages with an advanced level of word processing/typing skills e.g. Microsoft Office (Word/Excel/Outlook etc.). This should include the production of detailed reports, presentations, visual aids, new forms etc. (E) • Have a neat and organised approach to work. (E) • Be willing, courteous and able to work both using your own initiative and in a team. (E) • Respect confidentiality. (E) • In line with the Immigration Act 2016; you should be able to demonstrate fluency of the English Language at an Intermediate Threshold Level. (E) • Knowledge of academy and governance procedures. (D) • Knowledge of educational legislation, guidance and legal requirements. (D)
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Ability to work under pressure. (E) • Person of integrity. (E) • Ability to maintain confidentiality. (E) • Ability to remain impartial. (E) • Have a flexible approach to working hours. (E) • Have an openness to learning and change. (E) • Have a positive attitude to personal development and training. (E) • Have good interpersonal skills. (E)