



Role Profile: School P.A.

Purpose

Reporting to the Executive Headteacher, the School PA is responsible for providing high quality administrative support to the Executive Head, Head of Senior School and Head of Junior School. They will work collaboratively with key stakeholders across the school and School Support Centre (SSC) to ensure that these individuals are effectively supported, and that Students and Parents have the best experience when interacting with our school Management Team.

Creating engaging and meaningful relationships with our Parents is one of our fundamental priorities, and the P.A. will act as a key parent contact, often taking phone calls or communicating with Parents via email on behalf of the Head / Head of School, and will be required to demonstrating exceptional customer service at all times.

This is a cross-campus role which will require some weekly movement between sites at Wicken Park, Akeley Wood House and AW6.

Key Accountabilities

Administration & Diary Management

This role is responsible for supporting the Exec Head and Heads of School in an administrative capacity this will include creating or proofreading documents, reports and presentations and ensure publication to intended recipients is accurate, timely and always in line with any confidentiality or UK-GDPR requirements.

Where necessary, the P.A. will support diary management for the Heads and be instrumental in scheduling meetings with internal and external stakeholders, capturing accurate minutes and publishing documents to attendees.

Operational Coordination

Utilising high levels of efficiency, accountability and collaboration, this role supports the smooth running of school operations by helping to coordinate events and resources. This includes but is not limited to tasks such as supporting the delivery successful parent events (e.g. awards ceremonies, parents evenings, sports days) and campus or school level operations such as school photos and inset days.

Compliance

The PA is responsible for working cross-functionally and collaboratively to accurately record and monitor key areas of regulatory compliance in accordance with internal and external regulations. These include but are not limited to areas such as staff training; Complaints handling; Management of published school data such as Census and government information portals; supporting with the annual school policy review.

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent customer service skills. • Proficient with IT packages including working knowledge of Microsoft Office, PowerPoint, Excel. • Strong administration and organisational skills with accurate and meticulous attention to detail. • Is confident, articulate and has clear communication skills and able to relate with stakeholders and customers. • Excellent interpersonal skills including the ability to relate well to people on all levels. • Numerically and grammatically accurate. • Ability to work agilely and remain calm under pressure and when working to tight deadlines. • Highly organised and can identify efficient ways of operating. • Ability to manage multiple stakeholders of varying levels effectively. • Ability to prioritise workload to meet deadlines. • Note taking 	<ul style="list-style-type: none"> • Familiar with Student Management databases (preferably iSAMS). • Good working knowledge of Microsoft Teams.
Experience	<ul style="list-style-type: none"> • Experience of working in an agile way with time sensitive deadlines. • Experienced in managing multiple complex projects simultaneously to meet deadlines. 	<ul style="list-style-type: none"> • Management of data in line with UK-GDPR requirements. • Experience within a similar role at a school.
Other	<ul style="list-style-type: none"> • Exemplary levels of confidentiality and professionalism. 	

Safeguarding

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy.
- To engage in safeguarding training when required.

Key Stakeholders:

Internal:

- Headteacher / Head of Senior School / Head of Junior School.
- Operations Manager, Teachers and Support Staff.
- Colleagues from our Cognita UK School Support Centre (SSC) and School Regional Cluster (Referred to as "POD")

External:

- Students and Parents.
- Third party support staff (Catering / Cleaning / Transport)
- Local council officials.
- External education providers (Schools / Colleges / Universities)

I understand that this is not an exhaustive list of tasks I will complete, but an indication of the types of responsibilities I will hold whilst delivering this role.

Signed:

Name (print):

Date: