



# Personal Assistant (PA) to the Headteacher

Wyre Forest School is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage, or civil partnership.

## Job details

**Salary:** SO1 (23-25) plus 5 training days

**Hours:** 37 hours

**Contract type:** Permanent, TTO + 5 days

**Reporting to:** Headteacher & Senior Deputy Headteacher

## Main purpose

To provide a confidential and personal service to the Headteacher and Senior Deputy Headteacher, carrying out a range of secretarial and administrative tasks and maintaining an efficient running of the Headteacher's daily business.

## Duties & Responsibilities

### Managing enquiries

- Act as the first point of contact for staff, parents, governors and other stakeholders looking to speak with the Headteacher
- Deal with telephone and face-to-face enquiries efficiently and in a professional and supportive manner
- Assist with managing the Headteacher's and Senior Deputy Headteacher's email inbox, and any follow up work
  - Manage enquiries and requests efficiently, referring where necessary
  - Welcome visitors on behalf of the Headteacher
  - Assist staff, parents, governors and other stakeholders with the information and support they need
  - Open and respond to mail, escalating to the Headteacher where necessary
  - Handle all confidential correspondence with discretion

### Administration and diary management

- Coordinate the Headteacher's diary, making decisions around priorities and ensuring the Headteacher is suitably briefed
  - Coordinate the whole school diary, ensuring events are communicated and effectively managed.
  - Organise travel arrangements
  - Prepare the Headteacher for meetings by assembling reports and relevant documents

- Respond to appropriate requests for information from governors or external agencies
- Maintain accurate records in efficient files and online systems, including TEAMS
- Support with the coordination of certain school events, under the direction of the Headteacher
- Complete desktop research for the Headteacher, analysing findings and providing summaries for the Headteacher
- Attend meetings with the Headteacher as and when necessary and take minutes and actions
- Provide extra cover in the school office at the start and end of the day and lunchtime
- To keep up to date with latest releases from WCC, Ofsted and DfE and ensuring that the Headteacher is aware of them.
- Ensure website compliance for Wyre Forest School website
- Ensure all school policies are renewed in a timely manner according to schedules.

### Written communication

- Interpret Headteacher's comments into draft written correspondence to be sent to relevant stakeholders
- Develop written communication that's professional and upholds the school's vision and values
- Proof-read outgoing communication to ensure it's of the highest standard

### Other

- Read and follow the relevant school policies
- Undertake training required to develop in the role
- Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy
- Contribute to the safety of children and young people and protect them from harm
- Provide administrative support for the wider senior leadership team when required
- Maintain a high degree of confidentiality with regard to issues concerning members of staff and pupils. Respond with tact, sensitivity and awareness to pupils and parents in relation to duties undertaken
- To maintain confidentiality in line with GDPR

### Person Specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<p><b>Essential</b> GCSE or equivalent level, including at least a grade 4 (grade C) in English and Maths</p> <p><b>Desirable</b> Evidence of further professional development</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Carrying out administrative and secretarial tasks, including minute taking</li> <li>• Dealing with face-to-face and telephone interactions</li> <li>• Working with children or young people</li> <li>• Working and collaborating within a team</li> </ul>

<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good oral and written communications skills</li> <li>• Ability to respond quickly and effectively to issues that arise</li> <li>• Ability to plan, organise and prioritise to meet deadlines</li> <li>• Ability to produce meeting minutes and documents of a high quality</li> <li>• Ability to use own initiative and take action accordingly</li> <li>• Excellent attention to detail</li> <li>• Ability to use IT packages including word processing, spreadsheets and presentation software</li> <li>• Ability to use relevant office equipment effectively</li> <li>• Ability to build effective working relationships with colleagues</li> <li>• Understanding of data protection and confidentiality</li> <li>• Understanding of safeguarding</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to promoting the ethos and values of the school and getting the best outcomes for all pupils</li> <li>• Commitment to acting with integrity, honesty, loyalty and fairness to safeguard the assets, financial probity and reputation of the school</li> <li>• Commitment to a team approach; exchanging ideas and providing support to colleagues where needed</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Commitment to maintaining confidentiality at all times</li> <li>• Commitment to safeguarding and equality</li> <li>• Embraces change well</li> <li>• Deals with difficult situations effectively</li> <li>• Patient, flexible and adaptable, meticulous and conscientious</li> </ul>

**Notes:**

This job description may be amended at any time in consultation with the postholder.

**Line manager's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Postholder's signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Updated April 2026