

## Office Manager/Personal Assistant

The Office Manager/PA to Principal is a cornerstone of the academy's operational efficiency and strategic support. This pivotal role ensures the seamless functioning of the main office, reception, and administrative services, creating a welcoming and highly organised environment for all stakeholders. You will be instrumental in proactively supporting the Principal and Senior Leadership Team (SLT), providing indispensable administrative and organisational expertise that contributes directly to the academy's ethos, aims, and dynamic learning community.

### Core Purpose

The core purpose of the Office Manager/PA to Principal is to provide comprehensive, highly efficient, and confidential administrative and organisational support to the Principal and Senior Leadership Team, ensuring the effective operation of all academy administrative functions. This role is crucial in managing key communications, overseeing essential HR and recruitment processes, and maintaining robust office systems. By delivering exceptional administrative services, this position actively contributes to the academy's reputation, operational excellence, and its overarching mission to foster a thriving educational environment.

### Key Areas of Responsibility

#### 1. Executive Support and Strategic Liaison

- **Act as the primary point of contact for the Principal**, managing all incoming communications, including phone calls, emails, and requests from staff, students, and visitors, ensuring only appropriate contact is facilitated and all communications are handled efficiently.
- **Provide comprehensive day-to-day administrative support** to the Principal, including managing a complex electronic diary, preparing reports, drafting routine correspondence, and minuting meetings involving the Senior Leadership Team where appropriate.
- **Undertake diary management and administrative tasks** for nominated members of the SLT, ensuring their schedules are meticulously organised.
- **Oversee formal complaints received by the Academy**, liaising effectively with senior leaders to facilitate resolution and supporting with correspondence and communication with the Trust as necessary.
- **Liaise with Governors on behalf of the SLT** to ensure monitoring visits are meticulously planned and executed, and that whole-school communication is disseminated to all relevant parties.

- **Coordinate with the Chair of Governors** to arrange meetings and documentation with the Principal, ensuring all necessary preparations are in place.
- **Oversee the inboxes of the Principal and relevant SLT members**, ensuring no key communications are missed and all urgent matters are responded to in a timely manner.
- **Support the SLT and estates team with Health and Safety compliance**, including accident reporting, and take responsibility for organising fire drills and lockdown procedures.
- **Work collaboratively with the SLT and the Trust** on processes related to suspensions, exclusions, parental complaints, and admissions appeals, providing essential administrative support and coordination.

## 2. HR and Recruitment Administration

- **Act as a key liaison with the HR department** regarding new staff, changes to employment contracts, and all other HR-related issues, ensuring all new staff receive and sign appropriate documentation.
- **Accurately complete and submit recruitment requests**, job offer forms, resignation requests, and change of contract forms to HR.
- **Ensure all staff details are up-to-date and tracked**, including emergency contact information.
- **Coordinate with the Trust Talent team** to organise all job interviews, prepare and file relevant documentation, and manage the onboarding process for new staff.
- **Collaborate with office staff and senior leaders** to oversee the induction of new staff, including all relevant communications prior to and upon their start date.
- **Under the guidance of HR**, carry out the correct process for all new staff, volunteers, work placements, and other personnel.
- **Review and facilitate the updating of job descriptions** across both teaching and support staff, ensuring accuracy and currency.
- **Ensure that Agency staff DBS information** is securely stored for safeguarding purposes.
- **Oversee the completion and accuracy of the Single Central Record (SCR)** in conjunction with the Principal, which includes logging all pre-employment checks (e.g., DBS checks) for teachers, support staff, agency staff, contractors, and volunteers, ensuring it is regularly updated and monitored by the Chair of Governors.
- **Ensure all salary information for supply staff is correct** and accurately forwarded to the School's salary provider.
- **Oversee discretionary leave requests**, ensuring they are completed appropriately and reported to the Principal for approval and to HR.
- **Report all staff absences to HR** in a timely manner and ensure return-to-work absence paperwork is completed by staff and submitted promptly.
- **Support the senior leadership team** with any other aspects of staff absence and disciplinary matters, including organising and minuting disciplinary meetings.

## 3. Office Management and Systems

- **Lead the recruitment and line management** of the main office and other administrative staff, planning and coordinating their activities to ensure deadlines are met.

- **Conduct regular check-in meetings** and performance management reviews with administrative staff using ClearReview, fostering their professional development.
- **Quality assure and meticulously proofread** all whole-school Academy correspondence, ensuring a consistent corporate style and font are introduced and maintained.
- **Ensure consistency in office practice** across the administrative team, promoting efficiency and adherence to standards.
- **Identify training and development needs** for administrative staff and provide appropriate opportunities for individual development through performance management.
- **Manage the academy's document storage system**, ensuring all users are fully trained and records are kept up-to-date and secure.
- **Arrange the purchase of supplies and services** for general administration, ensuring deliveries are checked and any discrepancies are resolved with the Finance Manager.
- **Manage the administrative budget efficiently** on a day-to-day basis, ensuring responsible resource allocation.
- **Ensure that all records** held in the Academy main office and college offices are secure and that confidentiality is a paramount priority at all times.
- **Plan and deliver professional development sessions** for office staff and, where appropriate, other support staff, enhancing their skills and knowledge.
- **Manage the admissions process for the academy**, ensuring a smooth and efficient experience for prospective families.
- **Seek opportunities to promote the school to prospective parents**, arranging tours, managing queries, and supporting the Principal with the administration relating to the appeals process, including timely and effective advertising.
- **Oversee and manage the Academy mailboxes**, including info@, to ensure all necessary communications are responded to by the relevant staff in a timely manner, and to monitor persistent complaints.
- **Undertake general whole-academy administration**, ensuring all deadlines are met.
- **Oversee pupil medical matters as necessary**, ensuring appropriate records and procedures are followed.
- **Update Academy Policies as required**, ensuring they are current and accessible.
- **Manage the buying and selling of school uniform** with external suppliers, including planning and organising uniform sale events for new intake.
- **Offer an open door to staff** for discussion of confidential matters and provide mental health first aid support where appropriate.
- **Manage the Whole Academy Calendar**, coordinating staff requests and mapping all academy and Trust events well in advance of the academic year.
- **Take overall responsibility** for the storage of student information in Filehound.
- **Ensure term dates and INSET days are published** and communicated to all stakeholders, including website updates.

#### 4. Marketing and Events Coordination

- **Be responsible for the compilation and yearly updating of the content of the Academy Prospectus**, liaising with graphic designers and the Principal to ensure a professional document is published, proofreading all drafts and ensuring amendments are made.
- **Work with the Trust IT Team** to produce marketing material such as leaflets, banners, and posters.
- **Attend recruitment fairs** when necessary to promote the academy.
- **Oversee and be responsible for the Academy** website and social media content (e.g., Facebook Campaigns), ensuring all information published is accurate, up-to-date, and engaging (e.g., Latest News).
- **Act as press liaison officer**, building relationships with the local press to ensure the Academy receives a high profile within the local community through positive news stories.
- **Oversee and be responsible** for the completion and proofreading of the Academy newsletter.
- **Liaise with external stakeholders**, such as KMT and TGTSH, to ensure they are well supported when using Academy facilities and coordinate with them to map events into the Academy calendar.



# Person Specification – Office Manager/PA

This section outlines the essential and desirable attributes for the Office Manager/PA role:

## Qualifications and Training

### Essential:

- Educated to GCSE level standard or equivalent (English and Maths A\*-C grade or equivalent).
- Evidence of continuous professional development in office administration, PA support, or a related field.

### Desirable:

- A qualification in business administration, office management, or a related discipline.
- Training in project management or advanced IT skills (e.g., specific software certifications).

## Knowledge and Understanding

### Essential:

- Comprehensive knowledge of effective office management systems and procedures.
- In-depth understanding of the importance of confidentiality and data protection (GDPR) in an administrative role.
- Strong proficiency in using Google Suite (or similar office software packages) for advanced document creation, spreadsheets, and presentations.
- Knowledge of safeguarding principles and procedures within an educational context.
- Understanding of effective communication protocols within a professional environment.

### Desirable:

- Knowledge of school admissions processes and relevant regulations.
- Familiarity with basic HR procedures and employment law.
- Understanding of financial administration principles relevant to an office environment.
- Awareness of marketing and public relations strategies for an educational institution.

## Experience

### Essential:

- Significant proven experience in a senior administrative or Personal Assistant role, ideally supporting a Principal or senior executive.
- Demonstrable experience of handling highly sensitive and confidential information with absolute discretion and integrity.

- Extensive experience of managing conflicting priorities, complex diaries, and meeting tight deadlines in a fast-paced environment.
- Proven success in improving administrative outcomes and implementing efficient office practices.
- Experience of managing and supervising administrative staff, including performance management.
- Experience in producing high-quality letters, reports, presentations, and other professional documents.
- Experience of communicating effectively with a diverse range of professionals, parents, and staff.
- Desirable:
  - Experience of managing teams within an office or administrative setting.
  - Experience in overseeing formal complaints procedures.
  - Experience in coordinating events or marketing activities for an organisation.
  - Experience with school-specific management information systems (e.g., Bromcom, SIMS).
  - Experience in supporting HR functions, including recruitment and onboarding.

## Skills and Abilities

### Essential:

- Exceptional organisational and planning skills, with a methodical and accurate approach to all tasks.
- The ability to work effectively without supervision, demonstrating strong initiative and sound independent judgment.
- Outstanding ability to work flexibly, prioritise multiple tasks simultaneously, and perform exceptionally well under pressure.
- Excellent literacy and numeracy skills, with the ability to produce high-quality written communications and manage basic financial information.
- Advanced IT skills, particularly in Google Suite, including the ability to generate statistical information from monitoring and evaluation systems.
- Strong problem-solving capabilities, with an aptitude for creative and effective solutions.
- The ability to proactively anticipate needs and take preventative action.

### Desirable:

- Advanced minute-taking skills for complex meetings.
- Proficiency in using desktop publishing software for marketing materials.
- Strong analytical skills for data interpretation and reporting.
- Ability to train and mentor other administrative staff effectively.

## Personal Qualities

The successful Office Manager/PA to Principal will be an **exceptionally composed** and **highly dependable** individual, possessing an **innate ability to inspire confidence** and maintain discretion in all interactions. They will embody a **proactive** and **forward-thinking mindset**, consistently **anticipating needs and implementing solutions** with **meticulous attention to detail**. This role demands a professional who **thrives in a dynamic environment**, demonstrating **unwavering resilience** and a **calm demeanour** even amidst competing demands. They will be a **natural communicator, building strong, respectful relationships** across all levels of the academy and external stakeholders. Above all, their **unwavering commitment to supporting leadership, fostering operational excellence**, and upholding the academy's reputation will be paramount.

## Safeguarding of Students and Duty of Care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education](#) document (Department of Education).

## Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

