



Job Description

Post Title	Senior Office Administrator & Headteacher's Secretary
Purpose:	<ul style="list-style-type: none"> • To develop and manage an exceptional administrative support service • To deliver clear communications to stakeholders at all levels, while also developing new processes to enhance the quality of internal communications. • To be accountable for student records, ensuring that we gather, record, maintain and share good quality records in a timely manner. • To develop and enhance the administrative practice of others, within the team. • To lead and develop a strong and resilient administrative team, including day to day monitoring and management of workflows and priorities. • To provide secretarial duties to the Headteacher, including management of the Headteachers diary, meeting co-ordination and administrative support.
Reporting to:	School Business Manager
Responsible for:	The provision of a full learning experience and support for students.
Liaising with:	Headteacher / SLT, other Heads of Faculty, Heads of Subject, Heads of House, Student Support Team, relevant staff with cross school responsibilities, non-teaching support staff, and parents. External support staff (e.g., BEP or Academy Trust)
Working Time:	Full time 36.5 (or term time only + 15 days)
Indicative working hours:	08:00 – 15:48 - Monday - Friday
Salary/Grade	NJC SCP 11 – 24 (£25,979 - £33,024)
Disclosure level	Enhanced DBS + Children's Barred list

Main (Core) Duties	
Headteacher's secretary	<ul style="list-style-type: none"> • Managing the Headteacher's schedule, including arranging meetings, appointments, and travel. • Handling phone calls, emails, and correspondence on behalf of the Headteacher. • Preparing and organising documents, reports, and communications. • Deal with sensitive issues such as staff or student discipline, safeguarding matters or parental complaints with discretion and confidentiality.

Stakeholder Communications	<ul style="list-style-type: none"> • Acting as the first point of contact for enquiries coming into school and, addressing them in a timely manner or directing them to the relevant staff. • Manage processes to ensure the quality and timeliness of external communications. • Develop internal communication processes across the school to support staff engagement. • Record and archive communications, to effectively monitor and evaluation their impact.
Office Management	<ul style="list-style-type: none"> • Be responsible for the day-to-day management of the administrative office and its staff. • Effectively plan and direct tasks and workflows between administrative staff to ensure the quality of provision. • Monitor administrative staff workflow to ensure resources are deployed appropriately. • Direct and support, support offers across the school such as photocopying, ensuring that there are clear staffing allocations made within the team.
Administrative Support	<ul style="list-style-type: none"> • Take responsibility for student files, including the gathering, recording and review student data within the MIS system. • ? Staff files / records? • Maintain confidential and sensitive records, ensuring data is well organised and accessible. • Provide additional support across various admin roles at key times, such as admissions during summer term. • Support the planning and management of school events, such as open days, parents' evenings or award ceremonies in collaboration with other school staff. • Hospitality? • Central resources (e.g., stock cupboard) and ordering of essential items like student planners / staff planners
Additional Duties:	<ul style="list-style-type: none"> • To play a full part in the life of the school community, to support its distinctive ethos and to encourage and ensure staff and students follow this example. • Provide First aid support under a rota system to ensure the safety and wellbeing of those on our site. • fire Marshall
Other Specific Duties:	
<ul style="list-style-type: none"> • To continue personal development as agreed. • To promote actively the school's and trusts corporate policies. • To promote the welfare of children. • To undertake any other duty consummate with the position not mentioned in the above, as directed by the Headteacher. • To understand and act in accordance with the school's equal opportunities policies. 	

- To comply with the school's Health and safety policy and undertake risk assessments as appropriate.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary adjustments to the job and the working environment for any employee who develops a disabling condition.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Person Specification – Senior Office Administrator & Headteachers Secretary

Qualifications	<ul style="list-style-type: none"> • Minimum: A – Level • Desirable: NVQ level 4 or higher.
Professional Competence & Experience	<ul style="list-style-type: none"> • Experience of working in a school administration environment • Evidence of leading or directing others within the workplace
Skills and Knowledge	<ul style="list-style-type: none"> • Able to demonstrate sensitivity and confidentiality • An understanding of the statutory requirements for school administration • A good understanding of basic safeguarding and child protection practice • Able to form good working relationships with all staff and students • Able to communicate effectively, orally and in writing • Able to inspire, motivate and enthuse team members • Confident in own ability to be effective and to take on challenges • Good ICT skills • Efficient and effective administrative, organisational, and personal management skills
Personal Qualities	<ul style="list-style-type: none"> • Able to motivate others and to adopt a positive approach their duties • Excellent communication skills • Energy, enthusiasm, and perseverance • Reliability and integrity • Good interpersonal skills • Commitment to the ethos ‘we are all learners’ • Capacity to work hard, under pressure, to meet deadlines • A good record of attendance during the last three years • Adaptable and amenable • Ability to work independently and as part of a team player
Equal Opportunities	<ul style="list-style-type: none"> • Understanding of equal opportunities issues and an ability to demonstrate strategies to challenge discrimination and prejudice • A commitment to Equality and diversity in the workplace
Health and Safety	<ul style="list-style-type: none"> • An understanding of health and safety issues

King's Norton School for Boys' is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.