



Job Description

Job Title: Personal Assistant to the Master
Responsible to: The Master
Last reviewed: March 2023

Job Outline & Purpose

The post of Personal Assistant to the Master is critical to the smooth, efficient and effective running of the Master's office. It is a demanding role with the prerequisite that the support provided by the post-holder is of the highest standard and is at all times commensurate with the status of the post.

This is a role of central importance that requires total discretion and complete confidentiality. The primary objective of the role is to provide a first class, administrative, executive service and support to the Master.

Duties

The duties of the role are wide-ranging and include but are not limited to:

- Providing confidential and personal support to the Master.
- Managing and organising the Master's electronic diary and appointments, controlling his daily schedule, occasionally making decisions in his absence and keeping him to the planned schedule.
- Planning the Master's diary and calendar.
- Assisting the Master to manage his day-to-day work providing appropriate administrative support.
- Responding to letters, emails and phone calls to the Master and on his behalf.
- Drafting, typing and dispatching correspondence.
- Acting as an ambassador for the School and Master in all matters.
- Maintaining a discreet and professional relationship with parents, staff, pupils and governors.
- Communicating with members of Common Room, with current parents and prospective parents.
- Liaising with relevant individuals and external organisations to arrange meetings, prepare agendas and draft minutes.
- Maintaining a comprehensive filing system, online and otherwise, including keeping accurate pupil files.
- Processing general and confidential documents appropriately.
- Managing procedures and paperwork relating to pupil discipline.
- Minute taking as and when required.
- Proving a welcoming and professional approach to all visitors.
- Managing and assisting with teacher recruitment.
- Managing and organising travel arrangements.
- Collating, recording and processing expenses.
- Collating and managing data to create and produce award certificates for pupils at the end of each term as well as for Lists (assemblies).

- Keeping the Master fully up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate within a reasonable time frame.
- Undertake responsibilities in respect of Data Protection including the appropriate use of computer IDs and passwords, in relation to the role.

In addition to the above, the post-holder is expected to undertake duties in line with established Haileybury policies, practices and protocols. The Master's PA is expected to undertake appropriate training to ensure that skills remain up-to-date and are commensurate with the first class service required for this role. All of the work of the Master's PA is expected to be supported by an appropriate audit trail.

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

Other Requirements

Safeguarding and Child Protection

1. All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

1. In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.
2. Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality and Diversity

1. Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

2. Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

3. All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

**Personal Assistant to the Master
Person Specification**

	Essential	Desirable
Qualifications		
Good general level of education (to A level or equivalent)	✓	
Knowledge, Skills and Experience		
Proven track record as a Personal Assistant with experience of office management and a customer services arena within a busy and sometimes pressurised environment.	✓	
Experience of effective liaison with an array of internal and external stakeholders.	✓	
Knowledge of working with IT systems to create efficient working practices and effective administrative ways of working.	✓	
Considerable secretarial and word processing skills with clear working knowledge of Google and/or Microsoft Office applications and use of databases.	✓	
Ability to understand and operate within an educational or residential environment.	✓	
Have a flexible approach to working, be well organised, proactive, forward thinking and able to make appropriate decisions using own initiative.	✓	
Good literacy and numeracy skills	✓	
Excellent communication and interpersonal skills at all levels, both written and oral.	✓	
Proven tact and diplomacy in dealing with a range of people.	✓	
Personal Attributes		
Ability to communicate effectively with people at all levels in an organisation; ability to relate to young people	✓	
Well organised with proven ability to prioritise, working to deadlines whilst under pressure.	✓	
Confident, self-motivated, conscientious and reliable, with the ability to prioritise workloads, working with a minimal amount of supervision.	✓	
Willingness to work flexibly when required, and the ability to adapt to the needs of the role	✓	
Confidential with the absolute ability to manage sensitive issues and use discretion where necessary.	✓	