

**Job Description**

##### PA to the Directors

Post: PA to the Directors - Harrow College

Grade: Scale 6

Hours: 28.8 hours per week, 52 weeks per year (hours to be worked over 4 or 5 days – working pattern to be agreed)

Responsible to: Director of Technical Programmes and Employment and Director of Vocational Programmes and Progression

Base: Harrow-on-the-Hill Campus, but may be required to work at Harrow Weald Campus

**MAIN SCOPE OF THE POST:**

To provide personal assistance and full secretarial / administrative service to the Curriculum Directors. To work alongside Executive PAs at Uxbridge to provide effective secretarial support to the offices of the Principalship across HCUC. As PA to the Directors, it will be important for the post-holder to understand the organisation and the roles, systems and processes to support the Directors effectively.

**DUTIES PERSONALLY PERFORMED:**

**Personal Assistance**

1. To maintain a diary of engagements for the Directors, making appointments where necessary.
2. To receive incoming telephone calls, dealing directly with calls where personal knowledge of the enquiry is known and other calls which fall within areas delegated by the Directors.

(c) To take minutes for meetings.

(d) To receive all the Directors’ incoming post identifying documents needing immediate attention, dealing personally with correspondence within areas delegated by the Directors.

(e) To receive visitors and enquirers for the Directors and undertake administrative work in connection with such visits and some social occasions.

(f) To type all correspondence and confidential material initiated by the Directors, including confidential references relating to past and present employees.

(g) To arrange meetings, produce agendas, reserve rooms, order refreshments for such meetings, including information & requirements relating to external visitors. Take minutes / notes of such meetings and circulate information to the parties concerned. Ensure that the Directors have all relevant information prior to their meetings.

(i) To maintain a filing system by keeping it up-to-date and indexed. Responsibility for the safe custody of papers, including confidential items and items requiring centralised files.

(j) To maintain a computerised filing system of all information sent out including memos, reports, letters and where required keeping a hard copy day file system for easy access.

(k) To take responsibility and use own initiative when dealing with members of staff (across the College) without necessarily referring to the Directors.

(l) To ensure that all matters usually referred to the Directors are dealt with effectively either directly or by redirection as appropriate, in the absence of the Directors.

(m) To copy and duplicate material as required.

1. To arrange for provision of any necessary stationery and other office equipment as required for this post, complying with the College ordering procedure.

(o) To work with Executive PAs to cover all services in the offices to the Principalship including cover during absence and sickness.

(p) To work as part of a team supporting the offices of the Principalship across HCUC.

**Planning:**

1. To ensure time scales are achieved on returns, agendas, reports etc, by maintaining a brought forward system.
2. To maintain a reminder system so that all matters requiring attention are brought forward to the Directors with relevant information.
3. To initiate new systems and forward planning within the delegated areas of responsibility.

**General:**

1. To provide secretarial / administrative cover across the College at certain times particularly during staff holidays and other periods of absence.
2. To participate in enrolment duties when necessary.
3. To undertake any other reasonable duties.

## Other:

1. To take an active part in the appraisal process.
2. To comply with all relevant Health and Safety regulations and assist the College in the implementation of its own Health and Safety policy.
3. To comply with and actively promote within their section the College’s Equal Opportunities Policy.
4. To participate in and contribute to the College’s in-service and training activities

**Further Education is an ever changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in light of the business needs of the College.**

# PA to the Directors at Harrow College

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **How Assessed\*** |
| **Education / Qualifications** |  |  |  |
| Good general level of education (to GCSE level or equivalent, including Maths and English at Grade C or equivalent | **✓** |  | AF/Cert |
| **Experience and Skills** |  |  |  |
| Minimum of 3 years’ experience in a Personal Assistant / Secretarial/ Administrative role | **✓** |  | AF/IV |
| * Fast, accurate keyboard skills | **✓** |  | AF/IV |
| * Excellent IT skills, including working knowledge to an advanced level of Microsoft Word, Excel and PowerPoint | **✓** |  | AF/T |
| Experience of using an electronic diary system and facilitating online meetings (e.g. Zoom, Microsoft Teams) | **✓** |  | AF/IV |
| Excellent written communication skills | **✓** |  | AF |
| Excellent attention to detail | **✓** |  | AF |
| Good literacy and numeracy skills | **✓** |  | AF/T |
| Experience of taking minutes | **✓** |  | AF/T |
| Shorthand skills |  | **✓** | AF/IV |
| Excellent organisational and time management skills, and ability to prioritise workload effectively | **✓** |  | AF/T |
| * Excellent inter-personal and verbal communication skills | **✓** |  | IV |
| Excellent customer service skills | **✓** |  | IV |
| Ability to work under pressure using own initiative to meet deadlines | **✓** |  | AF/IV |
| * Flexible approach to work | **✓** |  | AF/IV |
| * Experience of working within an educational environment |  | **✓** | AF/IV |
| **Competencies**  *Support staff should be able to demonstrate competency in the following areas:*  Communication  Planning and Organising  Working Together  Customer Services  Adaptability/Flexibility |  |  | AF/IV |

\*Key to how skills are assessed:

Cert = Certificate checked on appointment

AF = skill assessed via application form

T = skill assessed via test/work-related task

IV = skill assessed via interview