

Group Member:		Luminate Group Services	
Job Title:		Team PA	
Reports to:		Head of Executive Support & Executive Assistant to Group CEO	
Job Grade	B	Department	Executive Support Team

ROLE SUMMARY:

To work as part of the Executive Support Team as a Team PA. Providing professional and confidential support to the Executive Leadership Team and the Head of department.

SPECIFIC ROLE RESPONSIBILITIES:

To work with the Head of Executive Support and Executive Assistant to the Group CEO and members of ELT.

1. To provide professional, responsive and confidential administrative support.
2. To assist the Head of Executive Support and Executive Assistant to the Group CEO and members of ELT with the planning and prioritisation of their workload.
3. The postholder will work in a complex environment of constant change and pressure where a significant level of independent decision-making, judgement, sensitivity and discretion is required.
4. To use initiative and make independent decisions to solve day to day problems and provide responses on behalf of members of ELT.
5. To coordinate, monitor progress of, and report on actions against agreed deadlines on behalf of members of ELT.
6. To undertake the drafting of papers and briefings.
7. To build and manage relationships with a range of internal and external stakeholders at varying levels of seniority.
8. To identify ongoing opportunities for delivering excellent customer service and seeking improvements to current processes and ways of working.

CORE RESPONSIBILITIES:

To provide a high quality, professional and effective administrative support service to include:

- Receiving all incoming mail and directing as appropriate;
- Receiving and greeting visitors, arranging catering and keeping the facilities maintained, tidy and well presented at all times;
- Monitoring and ordering office supplies and stationery stocks;
- Diary management, determining priorities and ensuring the optimum use of time, including booking and arranging travel, transport and accommodation;
- Management of communications, including emails, telephone messages, correspondence and visitors, to ensure appropriate and timely responses and implementation of follow up actions;
- Servicing meetings and events as required, including the preparation of agendas and papers, the production of minutes, and the monitoring of follow up actions;
- Production of expense claims and credit card reconciliation;
- Drafting correspondence, briefings and reports as required;
- Producing a range of documents to a high standard of presentation and accuracy and proof reading of these documents.
- Any other duties that are specific to the department
- Assistance in the preparation, support and participation of examinations and invigilation across the Group
- Ability to participate in evening/weekend work as required

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Ownership

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Passion

Encouraging all to have aspiration and passion in everything they do.

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Creative

Always hungry to learn and looking ahead so we can be responsive

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The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the personal statement section of the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C = Certificate, MT = Micro Teach, R = Reference

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Educated to a minimum GCSE level or equivalent in English & Math's	A / C
E	Q2. A recognised IT and/or Business Administration qualification at Level 2 or above	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	EK1. Experience of working within the education sector	A / I
E	EK2. Evidence of / commitment to ongoing professional development and ability to demonstrate how this has been applied in the workplace	A / I

E	EK3. Experience of working in a senior administration role within a busy, professional office environment	A / I
E	EK4. Experience of managing diary priorities using Microsoft Outlook, or similar electronic diary management systems	A / I
E	EK5. Experience of liaising and working collaboratively with internal and external stakeholders, with the ability to develop highly effective working relationships at all levels and provide exceptional customer service	A
E	EK6. Experience of servicing a range of meetings, including the production of accurate and timely minutes, and the monitoring of actions	A
E	EK7. Experience of using Microsoft Office programs for word processing, presentations, spreadsheets etc	A / I

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Excellent organisational, planning and prioritisation skills, including the ability to plan and prioritise own workload	A / T
E	SC2. Excellent interpersonal, influencing and oral communication skills	A / I / P
E	SC3. Excellent, clear and concise written communication skills including the ability to draft correspondence and minutes to a high standard of presentation and accuracy	A / T / P
E	SC4. Excellent initiative and professional judgement, with the ability to make independent decisions	I
E	SC5. The ability to work calmly and professionally under considerable pressure, within a constantly changing environment	T / P

E	SC6. Excellent IT skills, and ability to demonstrate advanced use of the Microsoft Office range of programmes	T / P
E	SC7. The ability to deal with confidential and sensitive information and situations with diplomacy, discretion and tact	I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I