

Policy Document No: Per 1.1.1**Senior School/Village Secretary Job Description****Job Title:** SENIOR SCHOOL/VILLAGE SECRETARY**Establishment:****Responsible to:** Administrator or Head**Brief description of job:**

The Senior Secretary is responsible for actively contributing to administrative duties and, additionally for acting as line manager to other staff in the team. This is a key role because there is a significant quality assurance aspect to it, ensuring that, in addition to his/her own work, that produced by other team members also reaches high standards. The role requires sound office practice, good interpersonal skills and a constant awareness of the demands on staff at all levels, and the requirements of external parties.

Key Result areas:

- 1 To attend for work reliably and punctually.
- 2 To attend all training as required and take part in a positive manner.
- 3 To know where Hesley Group policies are kept and to be aware of and follow their contents. This includes adhering to all quality procedures.
- 4 To remain vigilant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.
- 5 To ensure that all people who use our services and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- 6 To develop effective working relationships. This involves ensuring that you work effectively with others and contribute to improving the work of the team. This involves jointly planning and carrying out work with other people. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships and team performance.
- 7 To plan, organise and carry out your work to meet requirements. Continually looking for ways to develop your own performance and identifying any training to help will form part of this.
- 8 To implement and maintain effective office systems and contribute to the continuous development of the administrative service. This includes systems

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for recording and tracking referrals for people who use our services and for archiving.

- 9 To ensure that all reports, correspondence and routine information for the Head and other staff with delegated responsibilities are processed to a high standard within agreed timescales. This will involve managing the work schedules of other admin staff and allocating work of differing complexity to the most appropriate person to provide the best results.
- 10 To maintain and continuously improve a paper-based information system so that files are always complete and information can always be easily and quickly found. This includes people who use our services, personnel and general administration files.
- 11 To ensure that, wherever appropriate, data is entered, stored and processed on computer-based applications, in a way that enables information to be easily accessed and reported upon.
- 12 To ensure that internal communications work effectively by:
 - a) co-ordinating the use and update of log books, noticeboards, diaries, pigeon holes, meetings and any other methods used within the establishment;
 - b) providing information to other staff in a clear, legible, objective and professional manner, in a variety of ways, using the appropriate level of confidentiality and by;
 - c) checking that other members of the admin team are well-informed at all times.
- 13 To ensure that communication with people external to the establishment is carried out effectively and in a professional manner. This includes maintaining a high quality reception service and building relationships with people who visit or call on the phone, particularly when assisting with problems and concerns.
- 14 To maintain an effective system for scheduling and carrying out a programme of reviews of people who use our services by organising and preparing for meetings, in liaison with Local Authorities and parents, and by processing and distributing review reports.
- 15 To manage the administration of all personnel processes. This will involve processing a range of personnel information and maintaining up to date records in formats that comply with Hesley Group procedures.
- 16 To contribute to the organisation and support of meetings by arranging travel and accommodation, communicating with other delegates, providing equipment and materials and arranging for rooms to be prepared. This may also involve the production of agendas and accurate minutes, within required time frames, as necessary.

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- 17 To maintain an efficient system to support the management of finance. This will entail various tasks related to establishment budgets and spending as well as those connected with the finances of people who use our services and DLA.
- 18 To oversee the efficient use and upkeep of office equipment and to maintain adequate supplies of stationery and other office supplies.
- 19 To manage the supervision and appraisal of Secretaries and Assistant Secretaries in the admin team and contribute to developing their knowledge and skills. This will involve helping individuals to identify and address their training needs, assessing the performance of staff against set standards, giving feedback and providing coaching and mentoring to ensure a high standard of service delivery.
- 20 To manage the attendance of those staff who you line manage, as set out in the Hesley Group policy.
- 21 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and it's objectives.

Health & Safety:

- 22 In carrying out the tasks in this job description you have a duty (under Health & Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to monitor and maintain a safe and secure working environment. It is expected that whilst maintaining an effective and efficient working environment you comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

The contribution of this role:

By effectively carrying out this role, you will make a significant contribution to maintaining and developing a well organised office, to building positive relationships and effective communications, and to providing a reliable, competent service to managers, other employees and to people outside of the company. This will make an important contribution to achieving the Hesley Group's goals.

This organisation is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

Prepared by Human Resources Dept. Date: 24/10/12

Jobholder Signed Date:.....

Manager Signed Date: