

EXECUTIVE ASSISTANT to the CHIEF OPERATING OFFICER & DIRECTOR OF OPERATIONS

JOB DESCRIPTION

Reports to: Chief Operating Officer's Executive Officer (COO EO)

ABOUT JOHN LYON

John Lyon is an academically selective independent day school, based in Harrow-on-the-Hill in North West London. Having educated boys from Harrow and surrounding areas since 1876, John Lyon welcomed its first girls as pupils in September 2021. The School has also moved from being a senior school to an all through 3 -18 school with nursery, thanks to a 2021 coming together with Quanton Hall School in central Harrow.

Academic excellence is at the very heart of what pupils who study here seek to achieve. Pupils' academic standards and personal development were both rated the highest possible 'excellent' in our recent school inspection.

John Lyon pupils also gain from their time outside the classroom. The School has a strong reputation for opportunities and success in Music, Art, Drama and Sport. Add to this an exciting Co-Curricular Programme focusing on a sense of community, achievement and wellbeing, a range of more than 100 extra-curricular activities, and pastoral care that is second to none, a John Lyon education is designed to nurture high-achieving and happy children.

The John Lyon School campus is spread across six buildings at the senior school, the Quanton Hall school site, and a 25-acre mixed sporting facility in Harrow-on-the-Hill and is part of John Lyon's Foundation. We have a clear set of values that are vital to our community. These values shape who we are, what we do and how we do it.



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



CREATIVITY



ENQUIRY

THE DEPARTMENT

The Chief Operating Officer (COO)'s office operates across the entire support staff area including Finance, HR, Estates and Grounds, Transport, Contracts, IT, Marketing Development and Alumni. The PA will undertake a wide range of activities in support of these functions and be part of a close-knit bursarial team.

PRINCIPAL RESPONSIBILITIES

Administrative and secretarial support to the COO and DOO

- Diary management, liaising with the Head's PA and Secretary and Harrow School's Bursar's PA as necessary
- Organise internal and external meetings, arranging venues and related administrative tasks in respect of the meetings, this will include meeting with outside contractors, support staff leads, Senior Leadership Teams and other relevant staff and contacts
- Making necessary travel and accommodation arrangements, when required
- Prepare correspondence on behalf of the COO and DOO including letter drafting, writing, and proof-reading
- Electronic filing of documents on the school IT system
- Receive and deal with incoming telephone calls and use initiative to deal with queries where possible, re-direct or take messages accordingly
- Act as the main point of contact for staff, parents, and visitors to the Bursary: overseeing incoming generic emails, phone calls and post, providing liaison with the Harrow School security team

Supporting the School's Governors' Meetings and Committees

- Working with the COO's EO, preparing Governors' Meeting packs for all attendees, including coordination of papers by School staff
- Arrange internal Health and Safety Committee meetings (chaired by the DOO) and take the minutes

Supporting the Alumni and Development

- Maintain a comprehensive, accurate and up-to-date database of contact details of former students and donors
- Update the database for donations received and process gift aid claims
- Update the database in response to communications received by email

- Liaise with the Finance Department to reconcile donations received against the database against Schools accounting system
- Assist with correspondence for former student and donors, including to support fundraising campaigns
- Assist with the planning of events and to attend when required
- Assist with events that link between Alumni, Admissions and Careers activity

Supporting the wider School community

- Coordinate external use and payment for school facilities (e.g., swimming pool, sports playing fields, etc)
- Maintain a log of external hirers and liaise with internal departments to seek availability
- Maintaining the staff Gift and Hospitality Register

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

Executive Assistant to the COO and DOO

PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

| | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| EDUCATION & KNOWLEDGE | | |
| Educated to at least A-Level or equivalent | X | |
| A basic understanding of GDPR | | X |
| SKILLS & EXPERIENCE | | |
| Experience in a similar support role to a senior manager | X | |
| Outstanding communication and relationship management skills | X | |
| Ability to deal with a wide range of people and situations confidently, sensitively, and diplomatically | X | |
| Excellent Microsoft Office skills (in particular Outlook, Word, Excel) | X | |
| Experience of planning, prioritising and organising personal workload to deadlines with minimal supervision | X | |
| Attention to detail with the ability to maintain a high level of accuracy whilst remaining calm under pressure | X | |
| Experience in a customer-focussed administration environment, including managing enquiries | X | |
| Ability to use initiative to resolve problems, identifying practical and suitable solutions | X | |
| Approachable with the ability to develop and maintain productive relationships with the whole School community | X | |
| Flexible, self-motivated, and reliable, with good time-keeping skills | X | |
| A high level of professionalism, with the ability for discretion and in maintaining confidentiality | X | |
| Experience working in a support or administrative role at a school | | X |

It is the post holder's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and always ensure compliance with the School's Child Protection Policy Statement. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of pupils in the School they must report any concerns to the School's Designated Safeguarding Lead.