Senior Whitgift School Administrator
Permanent, Full-Time, Full Year Contract

Whitgift is a leading independent day and boarding school for boys, with approximately 1500 pupils including over one hundred boarding pupils and flexi boarding pupils. It is set in an attractive 48-acre parkland site in South Croydon enjoying excellent links to London, Surrey and the south coast.

OUTLINE OF POST:

This role reports to the Engagement Manager. It involves supporting with the management of a smooth, efficient and highly effective School Office and wider administrative provision across the School, enabling a strong backbone of administrative support and providing excellent customer service to internal and external stakeholders. The role includes leadership across the administrative pods, allocated line management responsibilities for Administrators and the undertaking of significant responsibilities.

The postholder will be responsible for maintaining high standards of service delivery, operational efficiency and stakeholder management across a range of administrative areas.

The successful candidate will be a highly organised, proactive and adaptable leader with strong interpersonal skills and the ability to manage competing priorities within a busy school environment. They will be committed to continuous improvement, staff development, safeguarding and fostering a collaborative and high-performing administrative culture.

MAIN DUTIES AND RESPONSIBILITIES:

<u>Administrative Support Function</u>

- Ensure the delivery of a professional, efficient and high-quality administrative service across the School Office and wider administrative functions.
- Ensure excellent customer service is provided to staff, students, parents and external stakeholders.
- Support the deployment of administrative resources across Pods, responding to operational needs and maintaining effective service provision.
- Ensure effective parent communications and management of parent-facing systems.
- Manage and maintain student records, photographs and files.
- Liaise with Heads of Department regarding administrative and stationery requirements, ensuring resources are ordered and distributed appropriately.
- Manage allocated administrative budgets.
- Support the delivery of school events, projects and operational activities as required.
- Ensuring relevant legislative procedures are followed, including those relating to safeguarding and Health & Safety
- Undertaking any other duties that are reasonably requested from time to time.

Leadership and Operational Management

- Provide day-to-day leadership, guidance and support to assigned Administrators, ensuring consistent standards of performance, professionalism and customer service.
- Conduct regular one-to-one meetings, performance reviews and development discussions with direct reports.
- Identify training needs and support the ongoing development and cross-skilling of Administrators across multiple functional areas.
- Monitor workloads and deploy resources effectively to ensure business continuity and operational resilience.
- Support succession planning within the administrative function by developing capability and flexibility amongst team members.
- Assist the Engagement Manager in managing performance, attendance, conduct and employee relations matters, in accordance with School procedures.
- Lead by example in promoting a positive, professional and collaborative working culture.

Operational Excellence

- Monitor administrative processes and identify opportunities to improve efficiency, effectiveness and service delivery.
- Produce, maintain and review administrative standard operating procedures, guidance documents and playbooks.
- Use data and operational insight to support decision-making and resource planning.
- Support the implementation and embedding of new systems and processes.
- Ensure consistency of administrative standards across all administrative Pods.

Stakeholder Management

- Build and maintain effective professional relationships with staff, students, parents and external stakeholders.
- Act as an escalation point for complex administrative queries and issues.
- Support Senior Leaders and Departmental Heads through the delivery of high-quality administrative services.

Key Performance Indicators (KPIs)

- Delivery of a high-quality administrative service across assigned areas of responsibility.
- Effective leadership, development and performance management of assigned Administrators.
- Positive stakeholder satisfaction and customer service.
- Accuracy and integrity of administrative systems, records and management information.
- Successful management of operational priorities and administrative resources, including appropriate coverage of critical functions such as attendance and student records.
- Compliance with safeguarding, data protection, health and safety and school policies.
- Contribution to continuous improvement and operational efficiency.
- Professionalism, reliability and positive team culture**.**

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high-quality service provision.

This job description will usually be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION:

Essential

- Educated to A Level (or equivalent), including GCSE English and Mathematics
- Demonstrable experience of leading, supervising or coordinating a team with a high degree of autonomy
- Excellent written and verbal communication, administrative and ICT skills, with the ability to coach and develop these skills in others
- Ability to identify training and development needs and support colleagues to achieve high performance
- Hard-working, positive, reliable, motivated and enthusiastic, with the ability to inspire confidence and engagement in others
- Highly flexible, proactive and self-motivated, maintaining a consistent positive and solution-focused approach
- Ability to work calmly and effectively under pressure, prioritising workloads, managing competing deadlines and adapting to changing circumstances, whilst supporting others to do the same
- Ability to hold colleagues accountable for performance, standards and service delivery in a professional and constructive manner
- Strong commitment to delivering high standards, operational excellence and continuous improvement
- Excellent attention to detail whilst maintaining a strategic and holistic view of service provision
- Strong problem-solving skills and the ability to make sound decisions within delegated authority
- Ability to exercise discretion and maintain confidentiality when handling sensitive information

- Strong interpersonal skills with the ability to build positive working relationships with staff, students, parents and external stakeholders
- Experience of managing multiple priorities across different operational areas
- An international outlook and respect for diverse cultures, perspectives and backgrounds
- Commitment to safeguarding and promoting the welfare of children and young people.

Desirable

- Additional qualifications in Administration, Business Management, or a related discipline.
- Experience of leading administrative staff within an independent school or comparable educational environment.
- Experience of leading teams within a customer-facing or service delivery environment.
- Experience with iSAMS, SOCS, Evolve or similar educational management systems.
- Advanced Microsoft Excel, Forms and reporting skills.

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- A Pension Scheme (with Life Assurance cover)
- Free access to an Employee discount Club
- Discounted school fees for the Foundation Schools (permanent posts only)
- Access to our onsite gym (available at select hours) and our swimming pool (when available, access is extended to staff)
- Membership with BUPA
- Onsite parking, when available
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This vacancy is for a full-time, full-year contract. The School Office provides coverage across 7.30am-5.30pm, and the working day pattern is for a total of 8 hours per day (with a one-hour unpaid lunch break). The hours for this role are 8.00am-5.00pm.

There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be agreed with your line manager and mutually agreed in advance.

The salary range for this post will be between Point 27-30 on the John Whitgift Foundation Support Staff Scale. The full-time salary will be between **£42,848** gross pay per annum (at Point 27) - **£47,200** gross pay per annum at (Point 30) dependent on qualifications and experience.

The holiday entitlement is 25 days per year plus 8 bank holidays for a 1 FTE role. The holiday year runs from 1 September to 31 August.

APPLICATION INFORMATION

We welcome applications from all parts of our community as we aspire to attract staff that match the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

We invite interested candidates to apply as soon as possible as applications will be reviewed on a daily basis, and interviews may take place at any time. This vacancy may close earlier than the stated deadline if sufficient applications are received, so early submission is encouraged.

In line with Home Office requirements under the Immigration, Asylum and Nationality Act 2006, all successful applicants will be required to demonstrate their right to work in the UK by presenting original documents evidencing their identity and eligibility to work in person. Right to work checks may also be completed using the Home Office online right to work checking service (share code).

The School also requires sight of original qualification and professional membership documents as detailed in the application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service, online media checks and overseas checks. It is an offence to apply for a role at the school if you know that you are barred from regulated activity with children.

All roles within the school involve contact with children and are therefore classed as regulated activity. Child protection and safeguarding are the responsibility of everyone who works or volunteers in our school. All staff must be committed to providing a safe environment for children and supporting the school's safeguarding ethos.

The post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are required to declare all convictions and cautions, even those that are "spent" unless they are "protected" under the DBS filtering rules, to assess suitability to work with children. Shortlisted candidates will be asked to disclose information relevant to safeguarding prior to interview.

November 2026