



Front of House & Co-Curricular Administrator

Applications to be considered upon receipt, so an early application is encouraged





Welcome to Thomas's Kensington

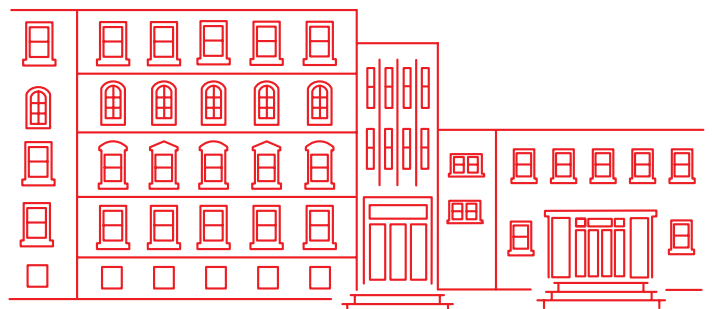
Thomas's Kensington is a dynamic, forward-thinking prep school offering an exceptional holistic education for children aged 4 to 11.

The school's outstanding academic results, recognised by Ofsted and ISI, highlight the excellence of the specialist teaching team and the broad, engaging curriculum. Beyond the classroom, a vibrant co-curricular programme ensures pupils leave Thomas's Kensington as confident, curious and ready to excel at some of the UK's finest secondary schools.

Thomas's Kensington fosters a happy and supportive environment that enables children to thrive academically, artistically and athletically.

Thomas's Kensington is part of Thomas's London Day Schools, established by Joanna and David Thomas in 1971 to offer a vibrant educational journey with kindness at its core.

Demand for places is high, and the school is looking for exceptional educators to join its team. If you are ready to inspire the next generation and thrive in an environment where happiness, innovation, and excellence are valued, Thomas's Kensington would love to hear from you.



Vision

PART OF THOMAS'S LONDON DAY SCHOOLS

We are a family-run group of co-educational independent schools in central London, which seek to give an exceptional start in life to more than 2,000 children between the ages of three and eighteen. Every member of the Thomas's community is expected to live by our most important school rule, which is simply to 'Be kind'.

OUR VISION

Our vision is that every Thomas's pupil flourishes as a compassionate contributor to society and a courageous shaper of the future.

To realise this vision, we:

- Champion kindness, community and childhood
- Provide a breadth of experiences that develop lifelong passions
- Equip young people with self-knowledge, inner strength and intellectual curiosity

Together, these commitments create the Thomas's culture of joyful excellence, in which our pupils achieve outstanding academic outcomes and build the confidence, character and adaptability to succeed in the world.

The Heads and Principals
Thomas's London Day Schools



The Role

OVERVIEW

Reports to: Office Manager

The successful candidate will provide an exceptional first point of contact for pupils, parents, visitors and colleagues, while owning the school's high-volume, responsive parent-facing administration, including attendance and clubs.

KEY RESPONSIBILITIES

Front of House

- Own reception and the Main Entrance experience, ensuring a warm, efficient and highly professional welcome.
- Answer the main telephone and triage the general Office inbox promptly and accurately.
- Actively monitor the general Office inbox during working hours, ensuring messages requiring action are allocated appropriately and followed through.
- Welcome and assist parents, pupils, visitors and prospective families, anticipating needs and ensuring appropriate follow-through.
- Manage visitor sign-in and routine visitor processes, deliveries and day-to-day contractors; DBS administration is completed centrally.
- Manage post, deliveries and couriers and provide routine practical support for visitors and meetings as required.
- Maintain the presentation and readiness of reception and meeting/visitor spaces.

- Resolve routine parent enquiries and ensure non-routine matters are directed promptly to the correct owner.
- Manage day-to-day pupil messages, collection changes and early collections.
- Own routine lost-property administration, operational emergency lists/registers and routine school-bus administration.
- Produce and maintain routine pupil lists and other day-to-day administrative information required by the school.
- Coordinate routine uniform administration and school-photograph arrangements where these are managed through the School Office.
- Maintain wraparound-care records and relevant transport/bus lists where applicable.
- Provide clear handover of unresolved matters at 17:00.

Attendance administration

- Receive and record pupil absence notifications.
- Administer daily attendance, late arrivals and early collections accurately.
- Follow up unexplained absence promptly and escalate safeguarding or attendance concerns through the agreed route.
- Maintain accurate attendance records and routine attendance correspondence.



Clubs and co-curricular administration

- Administer club bookings, allocations, registers and routine systems.
- Handle parent queries, changes, cancellations and collection information.
- Administer external providers and routine club communications.
- Support the practical administration and launch of each term's co-curricular programme.
- Work closely with the AHT Co-Curricular & Operations, who retains strategic and educational ownership of the programme.

Administrative support portfolio

- Provide agreed calendar and personal administrative support to the Deputy Head Academic, Deputy Head Lower School Assistant Head Co-Curricular.
- Support may include scheduling, routine communications, lists, records, collating information and practical logistics. Requests outside the agreed portfolio are coordinated through the Office Manager.

Team contribution

- Provide appropriate cover across Office functions when required, while retaining primary accountability for Front of House, attendance and clubs.
- Work closely with Pupil Services and the Office Manager to ensure information is handed over accurately and parents receive a joined-up service.



Person Specification

EXPERIENCE AND SKILLS

- Excellent organisation, accuracy and attention to detail, with the ability to manage competing priorities and meet deadlines.
- Strong written and verbal communication skills and a consistently professional, calm and helpful manner.
- Sound judgement, discretion and an understanding of the importance of confidentiality when working in a school.
- Confidence using digital systems, databases and standard office software, with the ability to learn new systems quickly.
- A proactive approach: able to anticipate needs, take ownership, follow through and know when to escalate.
- A collaborative approach and willingness to provide appropriate cover across the Office while respecting clear areas of accountability.
- Commitment to safeguarding and to the welfare of children.
- Substantial customer-facing or reception experience, with the interpersonal confidence to deliver a premium Front of House service.
- Ability to manage a busy telephone, inbox and reception environment while maintaining accuracy and warmth.

Desirable

- Experience working in a school or similarly busy, service-led environment.

- Experience of school management information, attendance, co-curricular, medical or pupil-record systems relevant to the post.
- Experience administering clubs, activities, transport or attendance.

Safeguarding and general responsibilities

- Promote and safeguard the welfare of pupils, following the school's safeguarding, child-protection and related policies at all times.
- Maintain appropriate confidentiality and handle personal information in accordance with school procedures and data-protection requirements.
- Promote equality of opportunity, inclusion and respect, treating pupils, colleagues, parents and visitors with dignity and fairness.
- Take reasonable care for their own health and safety and that of others, and comply with the school's health, safety and emergency procedures.
- Understand and comply with relevant school and Thomas's policies, procedures and expectations.
- Contribute positively to the ethos, values and professional culture of Thomas's Kensington.
- Undertake appropriate training and professional development required for the role.
- Carry out other reasonable duties consistent with the level and purpose of the post, as directed by the Head or relevant line manager.



ADDITIONAL PERSONAL ATTRIBUTES

Personal qualities

- High levels of initiative and energy and readiness to work hard
- Ability to manage and thrive on intensity and tolerate and overcome frustrations
- Ability to exercise self-care and prioritise wellbeing
- Enthusiasm, positivity, a readiness to believe in and work towards the best
- Supportive, generous and sympathetic attitude
- Constructive and imaginative approach to problems
- Readiness to learn, share ideas and listen
- Willingness to adapt and change and demonstrate the growth mindset we encourage in students
- Motivated by high standards: taking satisfaction in doing things really well
- A sense of school spirit and recognition that positive and cheerful capability in the face of challenge is at the heart of strong communities
- Recognising the importance of work as a source of meaningful satisfaction and fun

Safeguarding and young people's interests

- A commitment to the highest standards of safeguarding in all aspects of practice
- Genuine interest in children and young people
- Genuine interest in pastoral issues and wellbeing
- Commitment to responding to and supporting each student as an individual

VALUES



KINDNESS



COURTESY



COMPASSION



SCHOLARSHIP



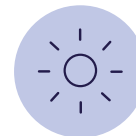
PERSEVERANCE



INTEGRITY



RESPECT



CONFIDENCE



LEADERSHIP



GIVERS,
NOT TAKERS

Terms and Benefits

- **Competitive Salary:** Dependant on skills, experience and qualifications
- **Benefits Package:**
 - Continuous Professional Development opportunities
 - Employee Assistance Programme - offering a wide range of benefits to support employee physical, mental and financial health needs
 - Group Personal Pension Plan, administered by Aviva. The employer contribution is set at 5% of salary with the default employee contribution set at 3% of salary.
 - Death in Service Benefit
 - Free school meals during term time when attending school sites
- **Contract:** Full-Time, Permanent, All-Year round, 0800 - 1700
- **Expected Start:** To be mutually agreed
- **Location:** 1 St. Albans Grove, London W8 5PN

The role will be subject to the successful completion of the required employment checks, including an enhanced DBS and reference. Full details of all checks that will be carried out are detailed in our recruitment policy.



Key Dates

Applications are invited from experienced, dynamic and enthusiastic leaders excited by the scope of this opportunity. For further details visit the Thomas's London Day Schools website: thomas-s.co.uk/join-our-team or email hr@thomas-s.co.uk

To apply for this post please go to thomas-s.co.uk/join-our-team. Should you wish to send a covering letter or supporting statement following your application, please forward it to hr@thomas-s.co.uk

Please note that referees will be contacted prior to the interview.

SAFEGUARDING

Thomas's London Day Schools are committed to safeguarding the welfare of children and young people and expect all staff, volunteers and visitors to share this commitment and work in accordance with our child protection policies and procedures.

All posts are subject to screening appropriate to the post including checks with past employers and the DBS service. The school will undertake online searches on shortlisted applicants and may require applicants to provide details of their online profile, including social media accounts. For details of the checks which will be undertaken as part of our recruitment process, please see our Safer Recruitment Policy which can be found here www.thomas-s.co.uk/policies/ under the 'Thomas's Policy' tab.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020. As an equal opportunities employer, Thomas's is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity or marriage and civil partnership. Thomas's aspire to have a diverse and inclusive workspace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the Group.



BE KIND
BE YOU
BELONG

BE THOMAS'S



THOMAS'S KENSINGTON

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 [thomass.kensington](https://www.instagram.com/thomass.kensington)