

JOB DESCRIPTION

Estates Co-ordinator (Front Office)



HARROW
SCHOOL

DEPARTMENT	Estates
REPORTS TO	Director of Premises
RESPONSIBLE FOR	N/A
WORKING PATTERN	Full Time – 07:30 – 16:00, Monday to Wednesday
ISSUE/REVISION DATE	June 2026

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, unifying purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

The School's estate embraces almost two hundred properties; the majority of which are listed buildings and within conservation areas. There are extensive rugby/soccer and cricket fields, a golf course, an athletics track, tennis courts, woodlands, as well as a 60-acre farm and gardens.

THE ROLE

To be part of the team providing central administrative support for the Estates Department and its managers. To provide a customer focused, efficient, and effective administrative support to the Estates Department.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

FRONT OFFICE CUSTOMER SUPPORT

- Be the main point of contact – in person, by email and telephone – for the Estates Department, dealing with queries and passing message to the relevant managers or staff members.
- Deal with telephone calls and take messages, dealing confidentially with queries where applicable, ensure follow-up as appropriate.
- Record visitors to the School under Estates Department control and issue passes.
- Manage and maintain the DBS register for Estates Contractors and Visitors ensuring all records are received and passed to HR, the database is maintained and access to site is managed according to this.
- Manage and maintain the DBS register for Estates Contractors and Visitors ensuring all records are received

MAINTENANCE TASK MONITORING

- Input of data on to Micad maintenance system to ensure it is kept up to date and accurate at all times.
- Raise and record maintenance works on the computerised property maintenance system.
- Monitor job progress, highlight issues where necessary to managers and providing updates to residents and staff where necessary.

GENERAL ADMINISTRATION

- General administrative tasks including but not limited to, typing, diary management, dealing with incoming post, filing and ordering stationery.
- Provide administrative support to the Estates Department including the Director of Premises and other Estates managers.
- Maintain department training logs on iProtectu.
- Deputise for Estates Co-Ordinator (Back Office) and Stores Manager during absence

ESTATES ADMINISTRATION AND SAFETY

- Process invoices using the Concur invoicing system, coding the invoices with the relevant budget codes and passing to the budget holder for approval.
- Raise Purchase Orders.
- Monitor key movements and ensure that all keys are booked back where necessary.
- Arrange access with resident/staff to School properties for scheduled and reactive maintenance.
- Manage the central door code logs including updating and sharing with relevant people.
- Management of department tool log.

Harrow School is committed to promoting and safeguarding the welfare of children and young people and expects all staff and volunteers to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times.

In the event of a successful application, candidates will be required to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure and Barring Service check (including Children's Barred List information) and prohibition checks. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions and cautions, reprimands

and final warnings (including those which would normally be considered as “spent” under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at Harrow School. Please refer to the School's Recruitment, Selection and Disclosure Policy for more details.

PERSON SPECIFICATION

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- A good general standard of education.

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Demonstrable experience of working in a customer facing role.
- Competent knowledge of Microsoft Office applications; Word, Excel and Outlook.

DESIRABLE

- Previous experience of working with a computerised property maintenance system.
- Experience of processing invoices and purchase orders.

SKILLS AND ABILITIES

ESSENTIAL

- Skilled in producing and maintaining documents on Microsoft Word and Microsoft Excel.
- Has a good eye for detail to ensure that all steps are taken to successfully complete tasks.
- Takes pride in providing an excellent service to customers, exceeding their expectations.
- Communicates confidently and professionally with people at all levels of seniority.
- Able to think and work quickly and calmly whilst under pressure.
- Ability to prioritise own workload and department tasks that arise so that deadlines can be met.
- Uses initiative to improve the operation of the department and its processes.
- Can act with tact and discretion.

PERSONAL ATTRIBUTES

ESSENTIAL

- Pleasant, friendly and approachable.
- A supportive team member, willing to be flexible to help others.
- Pro-active and vigilant to suggest better ways of working.
- Has common sense and a pragmatic approach to getting things done.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.