Queen's College, London

Established 1848

School Administrator

The Role

The School Administrator will join the School Office team, supporting the front office, providing administrative support for the Music Department, and helping to coordinate trips and events. They will also be required to undertake other School Office duties as needed and maintain an awareness of key daily procedures including the registration process.

Key Responsibilities

Reporting to: Office Manager

Music Department Administration for QCL and QCPS

- Issue parent contracts for music lessons and follow up all signed contracts.
- Ensure all VMTs submit their invoices, and they are paid promptly by the Finance team, including all bursary and scholarship invoices.
- Liaise with Visiting Music Teachers (VMTs) each week to confirm their working days and allocate rooms in accordance with their requested days.
- Send out comms to parents to remind them music lessons are continuing unless notice is given the preceding half term. Manage this process and inform VMTs of any changes.
- Check the Management Information System (School Base) calendar to ensure lessons are not planned during workshops, off-site visits or other school events.
- Liaise with the respective Heads of Department to ascertain dates of assessments and other class events where pupils must be present.
- Plan and enter times for lessons on VMTs' timetables and action any amendments. Ensure the School Office are aware of timetables and changes.
- Liaise with the Director of Music to allocate new lesson requests to VMTs.
- Respond to parent emails regarding VMT lessons.
- Ensure VMTs to add their timetables to the VMT timetable list for the viewing of the rest of the school. Maintain lists of pupil music lessons and instruments for reference by the respective Music departments.
- Provide departmental and administrative support e.g. music clubs, choirs, chamber groups & orchestras, internal & external events, photocopying, printing, filing etc.

- Support the Director of Music with the organisation of Music events, e.g. Write and send out event forms and risk assessments, making sure that these are done in advance.
- Ensure HR are informed of any new VMTs starting in school and that the required screening and inductions are carried out.
- Liaise with Director of Music every week, e.g. attending weekly department meetings
- Manage all aspects of the ABRSM Music examinations; including issuing application forms, entering candidates, timetabling, liaising with external examiners, stewarding, and sending out results and certificates to VMTs to pass on to pupils.
- Approve and send scholarship invoices from VMTs to the finance department for payment.

Day and Residential Trips

- Work with teaching staff over the co-ordination of day, residential and international trips.
- Use our trips management system, Evolve, to ensure all trip info is tracked and up to date.
- Book trips, workshops, transport and catering for trips, as requested, and ensure the Trip Leader is kept updated.
- Work with the Bursar to ensure any travel and transport companies that we use have the required insurances, policies, H&S checks, safeguarding policies and procedures.
- Draft parent comms, check for payments and update the Trip Leader on any queries.
- Ensure we have consents, and for residential and international trips, collect passport information, check the validity of travel documents and visas, collate medical info in conjunction with the School Nurse, and ensure the Trip Leader has the correct information prior to departure.
- Senior Deputy Head/Trip Leader will arrange staffing for trips, but ensure ratios are met and paperwork in place for any international departures.
- Check risk assessment (RA) and ensure Trip Leader updates the RA and shares it before departure.
- Ensure a first aider attends all trips and that the Trip Leader and first aider have the correct medical info on each student.
- Ensure the Trip Leader has a first aid kit, medication and school phone when departing.
- Ensure all consents and payments are received.
- Ensure Marketing are aware of any trips so that they can post updates on social media.
- Request feedback about the trip when staff/students return to understand if it would be recommended for future years. Research new trips as requested.
- Maintain a tracker of trips, dates and costs per academic year.

Front Office Administration for QCL

- Take responsibility for ensuring the school office is well organised and ensure stocks in the stationery cupboard, staff room and resource room are replenished, seeking guidance or authorisation as required.
- Undertake school procurement through the management of the ordering@ email account ensuring orders are processed within the bounds of budgetary approvals and prescribed financial protocols.
- Assist with general administration e.g. photocopying, filing etc. as required.
- Provide reprographic support in the back office by ensuring machines are in working order, paper is stocked, machines are not blocked etc.
- Add pupil's items such as padlocks, lanyards and ID cards on the recharge list
- Provide cover in the office as and when required to support staff absences or unavailability by remaining familiar with processes and procedures.
- To learn the AM and PM registration processes and provide cover when the Attendance Officer is on annual leave or absent due to sickness.
- To manage the Queen's mailbox on Thursdays and Fridays.
- To assist with sending communications via the Parent App.

Other Duties

- Undertake additional duties that are commensurate with the role, as reasonably required.

All staff are expected to:

- Be aware of and committed to the ethos and values of Queen's
- Take an active role in the development and implementation of school policies and in the whole life of the school
- Ensure that there are equal opportunities for all
- Adhere to school policies and procedures
- Be fully committed to safeguarding and promoting the welfare of children

Person Specification

The successful candidate is highly likely to have the following skills and experience:

Essential

- Previous experience in an administrative, secretarial, or office role.
- Excellent written and verbal communication skills.
- Strong IT skills (Microsoft Office including Outlook and Excel, databases).
- Highly organised, punctual, proactive, and efficient multitasker, with the ability to prioritise.
- Warm, calm, professional manner and commitment to high standards of customer service.
- Ability to handle sensitive and confidential information with discretion.

Desirable

- Experience in a school or education setting.
- Knowledge of school management systems (e.g. School Base, Parent App or iSams).
- First Aid qualification or willingness to train.
- Familiarity with GDPR and safeguarding procedures.

Personal Attributes

- Friendly, approachable, and calm under pressure
- Reliable, punctual, and professional at all times
- Strong attention to detail and accuracy
- Team player with a flexible, “can-do” attitude
- Commitment to the values and ethos of Queen’s College

Terms and Conditions

- Permanent position.
- Term time plus 15 days, which includes attendance during the final week of the summer holiday and on A-Level and GCSE results days.
- Start date: November 2026.
- The salary for this role is £35,000 per annum (FTE).
- Normal working hours: 0800 to 1700, Monday – Friday with a one-hour lunch break, with occasional evening work. Term time only.
- Training and support will be provided.
- Free lunch in the Dining Hall during term time.
- Defined contribution pension scheme (up to 10% employer contribution).
- Wellness Allowance.
- Cycle to Work Scheme.
- Employee Assistance Programme.

Queen's College, London is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo the requisite pre-employment procedures, including checks with past employers and the Disclosure and Barring Service.

During the shortlisting process, Queen's College, London will consider carrying out an online search on shortlisted candidates as part of its due diligence.

This post is 'exempt' from the Rehabilitation of Offenders Act 1974; all shortlisted applicants will be required to declare:

- *All unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974*

- *All spent adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020*

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Further guidance on disclosure can be found HERE.

Queen's College, London recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome applications from people of all backgrounds.