

JOB DESCRIPTION

PA and Office Administrator



DEPARTMENT	Harrow School Development
REPORTS TO	Senior Director, Harrow School Development
RESPONSIBLE FOR	N/A
WORKING PATTERN	40 hours per week as agreed (your employment contract will give full details)
ISSUE/REVISION DATE	September 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.

Our 'School on the Hill' has a global presence. Together with Harrow School and John Lyon School, there are currently 18 Harrow-branded schools in 14 cities across the world.

As a steward of many cherished traditions, today's Harrow is shaped by the best of its 450 years. This distinguished history enriches the daily life of our entire community. From the boys' distinctive dress and the carving of their names onto boards in the Houses, to our own unusual form of football, archaic slang and the communal singing of Harrow Songs, these customs develop a strong corporate spirit and a sense of belonging to something bigger than oneself.

Harrow School Development is the School's fundraising department, playing a vital role in supporting the School through philanthropy. Working with our community of Old Harrovians, parents, staff and friends of Harrow, it raises funds for bursaries, major capital projects, the preservation of our historic buildings, and improvements to the boarding Houses and wider School estate. Harrow School Development works closely with the Harrow Association (Harrow's alumni organisation with whom Harrow School Development shares an office). Harrow Association (HA) is a vibrant and active alumni organisation which supports current and former Harrovians (Old Harrovians) in a variety of ways and enables its members to maintain lifelong connections with the School and with each other.

The HA and HSD share an office in the heart of the School and work as one team with shared aims, keeping Old Harrovians, current and former Harrow parents and members of the wider Harrow School community informed of news from the School and opportunities to support the School and each other.

THE ROLE

The PA and Office Administrator to the Senior Directors and co-Directors of the Harrow Association and Harrow School Development is a varied and busy role, providing a full administrative and secretarial service to the directors, overseeing the smooth running of the office and supporting the administration and organisation of activities and events that raise donations for the School.

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.

PA TO THE CEO AND CO-DIRECTORS

- Manage diaries and coordinate meetings.
- Prepare documents, reports and presentations.
- Acknowledge donations and prepare donor thank you letters on behalf of the Senior Director and Directors
- Liaise with Harrow School Development Trustees.
- Compile minutes for the School Charity Committee.
- Prepare PowerPoint presentations and supporting materials.
- Arrange high-net-worth dinners in consultation with the Head Master's Executive Assistant and Directors.
- Assist with arranging overseas events for Old Harrovian and Harrow parents.
- Maintain accurate office records and filing systems.

OFFICE MANAGEMENT

Be responsible for the smooth running of the office including, but not limited to:

- Act as the first point of contact for the Harrow Association and Harrow School Development office.
- Troubleshoot issues and liaise with other departments, including MICAD, Facilities etc
- Maintain the team's annual leave and sickness records.
- Monitor and order office supplies.
- Update internal systems to ensure information is accurate, current and well organised.
- Act as the nominated Fire Officer.
- Ensure the office is well presented and oversee the office cleaning and maintenance arrangements.
- Represent the Harrow Association and Harrow School Development at the Operations Committee, Support IT Ops Committee and Non-teaching staff Forum meetings.

The postholder will work closely with the HSD's Development Officer on these responsibilities, as well as with other members of the HSD and HA teams.

GENERAL DUTIES

- Manage incoming calls, emails and general correspondence.
- Provide administrative support to Directors.
- Upload and record all donations received by HSD and advise Directors and canvassers accordingly.
- Regularly check the HSD bank account for donations.
- Liaise with the HSD Finance Manager regarding the banking of cheques, cash and other donations.
- Prepare weekly gift memoranda relating to donations.
- Support the School Charity Committee with annual Long Ducker initiative, including giving functionality and T-shirt production.
- Coordinate annual events, including parent receptions, hospitality events at Lord's Cricket Ground and overseas parent dinners managing guest lists, invitations, catering and venue liaison.
- Assist HSD Directors with fundraising events as required.

- Maintain account details for various donation platforms on behalf of HSD.
- Support Directors with legacy programme. Produce monthly Old Harrovian birthday card lists.
- Support the HA/HSD Communications Team with proof reading and other activities.
- Assist with budgetary management, including the authorisation and processing of invoices.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. 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 children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

PERSON SPECIFICATION

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- A good standard of general education.

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Experience working as an office administrator in a busy environment.
- Experience in events administration.
- Experience handling financial information with accuracy and precision.

DESIRABLE

- Experience working in a school or charity development office.
- Experience working with databases, preferably Blackbaud Raiser's Edge.

SKILLS AND ABILITIES

ESSENTIAL

- IT skills – confident in using Microsoft Office applications, including Word, Excel, Teams, OneDrive/Sharepoint and Outlook.
- Problem solving skills - able to remain calm, proactive and creative, anticipating and resolving difficulties as they arise.
- Communication skills – excellent spoken and written English, with the ability to communicate appropriately and professionally in keeping with the Harrow brand.
- Organisation skills – able to manage and prioritise a complex workload while working to competing deadlines.
- Attention to detail – meticulous and accurate, with the ability to produce information that is reliable and fit for purpose.
- People skills – able to communicate professionally and build positive, effective working relationships with a wide range of people, including colleagues, senior managers and high-net-worth individuals.

DESIRABLE

- Adobe skills - experience of using Adobe products including Acrobat and InDesign.

PERSONAL ATTRIBUTES

- Trustworthy and discreet - handles information with diplomacy, discretion and confidentiality.
- Team player - warm and approachable, with a willingness to support colleagues at busy periods.
- Flexible – willing to work outside normal office hours when events take place in the evenings or at weekends.
- Customer service focused – takes pride in providing excellent customer service and deals with queries promptly, professionally and effectively, exceeding the expectations of our parents, Old Harrovians and donor audiences

OTHER REQUIREMENTS

- This role is primarily office-based only, although some working from home may be possible as agreed.

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.