

# JOB DESCRIPTION

Guardianship Administrator



HARROW  
SCHOOL

DEPARTMENT	School Office
REPORTS TO	The Director of Safeguarding
WORKING PATTERN	<b>0.6 of Full Time.</b> 09.00 to 17.00, 3 days per week during Term time (33 weeks per year) <b>plus</b> 6 days across the 2 weeks prior to the start of the academic year, 3 days during the Christmas holiday, 3 days during the Easter holiday and 1 day in each of the 3 half term holidays. Further working weeks during the summer holidays are under discussion.
ISSUE/REVISION DATE	April 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 teaching staff and over 500 non-teaching 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 role of Educational Guardianship Administrator offers the opportunity for involvement at the heart of the School's pastoral activities in a busy, challenging and continuously changing environment. It requires first-class administrative skills, good judgement, a proactive approach, tact, discretion, initiative, good personal organisation and great flexibility, as well as an ability to prioritise and work to deadlines. The ability and confidence to report concerns to House Masters and Senior Management is critical.

## THE ROLE

The Guardianship Administrator plays a crucial role in safeguarding and supporting international boarders, with particular responsibility for boys on Child Student Visas. Line managed by the Director of Safeguarding, the postholder works closely with the PA to the Pastoral Directors, the Under Master, the Admissions Department, the House Secretaries, the House Masters, the Deputy Head Master, the Director of Pastoral Care and the Pupil Database Manager.

The post holder is responsible for vetting all nominated educational guardians, either in person or online via Teams, to assess the suitability and quality of care offered, and for regularly spot-checking arrangements during holidays through ad hoc communication with guardians, parents and boys. Maintaining a comprehensive, accurate, and up-to-date record of guardianship on the School database, and ensuring that all House Masters are kept informed of relevant details, are essential to the role.

The Guardianship Administrator must stay abreast of evolving UKVI regulations and communicate effectively with the parents of pupils on Child Student Visas, ensuring that all guardianship arrangements are not only compliant with relevant legislation and statutory guidance on such matters including The Education (Independent School Standards) Regulations and the National Minimum Standards for Boarding Schools), but also in the best interests of the boys' welfare while away from the School.

## KEY RESPONSIBILITIES AND DUTIES

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This job description reflects the core activities of the role and is subject to change as the School's work around guardianship arrangements evolves in the context of a changing landscape. The post-holder will therefore need to be flexible and adaptable, allowing the role to develop in response to the School's needs. 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.

### Main duties and responsibilities

- Vet and assess all nominated educational guardians to ensure the suitability of arrangements and, in particular, that boys on Child Student Visas are being appropriately safeguarded.
- Conduct in-person or virtual (Teams) interviews with every proposed guardian prior to approval.
- Maintain an accurate, up-to-date database of all guardianship arrangements and share relevant details with House Masters.
- Carry out ad-hoc, unannounced spot checks during holidays to ensure ongoing quality of guardianship care online via Teams or by telephone.
- Liaise regularly with parents of pupils on Child Student Visas regarding guardianship arrangements.
- Keep informed and trained on all updates to UKVI and Child Student Visa regulations.
- Collaborate closely with the Director of Safeguarding, Admissions, the House Secretaries, the House Masters, the Deputy Head Master, the Director of Pastoral Care, and the Pupil Database Manager.
- Support the Pupil Database Manager at busy times with new pupil admissions administration.
- Work in partnership with external agencies such as Newland Chase and UKVI to ensure compliance.
- Ensure that all guardianship arrangements are well documented and meet safeguarding and legal requirements.
- Manage documentation and permissions related to exeats, floating exeats, half terms, and holiday leave.
- Flag and follow up on any concerns regarding guardianship or the welfare of boys while in guardianship care.
- Uphold the School's safeguarding standards in all aspects of guardianship administration.
- Contribute to the wider pastoral care of international students by supporting their wellbeing outside of term time.

### Communication

- Have the confidence and eloquence to ask professionally curious questions on behalf of the School to nominated guardians in order to establish the appropriateness of their care, while always promoting a positive image of the School.
- Liaise closely with the House Secretaries, the SMT, the PA to the Pastoral Directors, Admissions, and the Pupil Database Manager to ensure a co-ordinated approach is adopted.
- Ensure relevant information is uploaded onto the School website and 'Gateway' (the School intranet).
- Communicate across the team to ensure the House Masters, the Director of Safeguarding and the Director of Pastoral Care are kept in the loop with any developments that need dealing with swiftly.
- Deal with confidential issues as directed.
- Treat all conversations and meetings with SMT members with discretion and confidentiality.

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 – GUARDIANSHIP ADMINISTRATOR

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Post-holders/candidates will be expected to demonstrate the following:

## QUALIFICATIONS, EDUCATION AND TRAINING

### ESSENTIAL

- A good general education
- The enthusiasm and willingness to engage in training – ensuring superb working knowledge of the evolving Child Student Visa landscape

### DESIRABLE

- Education to degree level in any subject

## KNOWLEDGE AND EXPERIENCE

### ESSENTIAL

- Demonstrable experience in an administrative or secretarial role with a clear understanding of customer facing social skills.

## SKILLS AND ABILITIES

### ESSENTIAL

- High level of IT proficiency including Word (including mail merge), Excel, and email
- Ability to deal confidently with enquiries from parents, guardians, boys, colleagues and external agencies
- Excellent organisational skills, with the ability to work as part of a team and on own initiative
- Excellent oral and written communications skills
- Professional telephone / Teams call manner
- Ability to think and work quickly and calmly when under pressure
- Initiative, common sense and curiosity
- Ability to work to tight deadlines and manage conflicting priorities
- Excellent time-management skills and the ability to prioritise workload
- Ability to deal professionally with a variety of individuals

### DESIRABLE

- Familiarity with databases
- Understanding of UKVI / Child Student Visa intricacies
- Fluent in written/spoken Mandarin/Chinese

## PERSONAL ATTRIBUTES

- Pleasant, outgoing personality with excellent interpersonal skills
- An empathetic and friendly approach to staff, parents, and current pupils
- Highly motivated, pro-active and flexible
- Reliable and approachable
- Conscientious and able to remain calm in stressful and pressurised situations
- Takes pride and responsibility for work done and an effective team player

# SCHOOL VALUES AND BEHAVIOURS

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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.