

JOB DESCRIPTION

Facilities Manager



HARROW
SCHOOL

DEPARTMENT	Operations and Facilities
REPORTS TO	Head of Operations and Facilities
RESPONSIBLE FOR	Laundry Manager, Cleaning Manager, Facilities Coordinator, Site Messenger, all Cleaners and Reception Staff
WORKING PATTERN	This is a full-time and an all-year-round appointment. Some evening and weekend work will be required.
ISSUE/REVISION DATE	May 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 835 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's thirteen boarding houses, and there are about 120 academic staff and over five hundred 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 ROLE

The Facilities Manager is responsible for the provision of first-class cleaning and laundry services throughout the School. In addition to the domestic housekeeping aspects of the role, the Facilities Manager will be responsible for overseeing the running of the School's Reception, facilities co-ordination and messenger functions.

The post holder will ensure that service provisions across all areas of their responsibility are well coordinated, efficient and customer focused.

The role ensures that these services are reliable, well-coordinated, and delivered to a high standard across a large and busy boarding school environment. This directly supports pupil welfare, staff effectiveness, and the day-to-day running of the School.

The postholder will lead operational teams, manage service standards, and work closely with House Masters, Matrons, and operational colleagues to ensure services meet the needs of the School.

The role is expected to evolve over time. This is an exciting time for the successful candidate as they will be instrumental in shaping how facilities services are structured and delivered over the next 12–18 months.

KEY RESPONSIBILITIES AND DUTIES

The job description reflects the core activities of the role but will be subject to change as the role develops. The School expects the post-holder to recognise this and to 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.

The post holder is expected to work proactively with all departments to establish and maintain a safe environment for colleagues, pupils and visitors.

Facilities and Operational Delivery

- Lead the day-to-day delivery of cleaning, laundry, reception, and mail services across the School.
- Ensure services are consistent, professional, and responsive to operational needs.
- Maintain high standards across boarding houses, academic buildings, and communal spaces.
- Work closely with House Masters, Matrons, and the Custodian to align services with house routines and expectations.
- Support the planning and delivery of major School events and operational activity.
- Oversee audits, inspections, handbooks, policies, and compliance induction for new staff that report to the role.
- Support the Head of Operations and Facilities and Director of Premises to plan the best allocation and utilisation of space and resources for new buildings or reorganising current premises.
- Support Harrow School Enterprises Limited with the co-ordination of cleaning and laundry services for Summer Schools and the preparation of boarding houses for external lettings during summer holidays through the Cleaning and Laundry Managers.

Cleaning and Housekeeping

- Ensure high standards of cleanliness and presentation across the School.
- Set and monitor cleaning standards, schedules and audit processes.
- Address gaps in standards quickly and directly.
- Work closely with the Cleaning Manager to ensure safe, consistent delivery across all areas, seeking improved ways of working where appropriate.
- Liaise with the Estates team to ensure residential properties are left and handed over in a clean state.

Laundry Services

- Oversee the delivery of an efficient and reliable laundry service.
- Ensure routines support boarding house needs and operate safely.
- Work closely with the Laundry Manager and Matrons to resolve issues and improve service delivery.

Reception, Facilities and Mailroom Services

- Ensure reception services are professional, efficient, and aligned with safeguarding requirements.
- Oversee facilities and messenger services to support the daily running of the School.
- Manage mail room operations, including post, deliveries, and internal distribution.
- Ensure all front-facing services present the School well and operate reliably.

Team Leadership

- Lead, manage, and develop staff across multiple service areas.
- Set clear expectations and maintain accountability for standards and performance.
- Manage recruitment, induction, training, and performance management.
- Build a practical, supportive, and disciplined team culture.

Training and Standards

- Ensure staff are trained, competent, and working safely.
- Maintain clear operating procedures and service expectations.
- Oversee induction and ongoing development for cleaning and support staff.
- Ensure compliance training (including H&S and safeguarding) is in place and current.

Policies and Compliance

- Maintain and update operational policies, procedures, and service standards.
- Oversee compliance with health and safety, COSHH, safeguarding, and visitor management requirements.
- Keep departmental documentation current and usable.

Procurement and Contracts

- Manage procurement of cleaning equipment, consumables, and relevant services.
- Oversee contracts such as window cleaning, carpet cleaning, and agency staffing.
- Monitor supplier performance and ensure value for money.
- Support tender activity and make recommendations where required.

Budget Responsibility

- Manage departmental budgets and monitor expenditure.
- Identify pressures early and report clearly.
- Support efficient use of resources without compromising standards.

Health and Safety

- Liaise with the Health & Safety Manager to ensure safe systems of work are in place across all areas of responsibility.
- Maintain compliance with health and safety legislation and School policies.
- Ensure appropriate training, risk assessments, and supervision.

General

- Work across departments to support the wider operational needs of the School.
- Contribute to operational meetings and planning forums.
- Support out-of-hours activity and major events where required.

Safeguarding

The post-holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom they come into contact will be to adhere to and always ensure compliance with the School's Safeguarding and Child Protection policies and procedures. 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, they must report any concerns to their line manager or the School's Safeguarding Lead.

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 the Harrow School. Please refer to the School's Recruitment, Selection and Disclosure Policy for more details.

PERSON SPECIFICATION – FACILITIES MANAGER

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.

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- Good standard of education.
- Current First Aid qualification, or willingness to undertake training.

DESIRABLE

- Management qualification, or willingness to undertake relevant training.
- Safeguarding and child protection training.
- Membership of a relevant professional body, e.g. IWFM or CMI.
- IOSH qualification, or willingness to undertake health and safety training.
- Relevant professional development in operational leadership, facilities management, or change management.

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Demonstrable experience managing multiple operational or support service functions within a complex organisation.
- Experience within a boarding school, hospitality, healthcare, residential, or similarly customer-focused environment is desirable.
- Proven leadership and team management experience.
- Experience managing budgets, procurement activity, and external contractors.
- Experience maintaining service standards across customer-facing operations.
- Experience working with a wide range of stakeholders and building effective working relationships.
- Experience leading teams through operational change and continuous improvement.
- Understanding of safeguarding responsibilities within an educational or residential setting.
- Good understanding of health and safety responsibilities within an operational environment.
- Ability to manage competing priorities and respond effectively to changing operational demands.

SKILLS AND ABILITIES

ESSENTIAL

- Strong verbal and written communication skills, including the ability to draft reports and professional correspondence.
- Ability to work independently and exercise sound judgement.
- Strong organisational and problem-solving skills.
- Ability to lead, motivate, and support teams effectively.
- Ability to build positive and productive working relationships across the School community.
- Calm and effective under pressure, with the ability to manage competing demands.

- Flexible approach to work, including willingness to support occasional evening and weekend operational requirements.
- Good IT skills, including Microsoft Office applications such as Outlook, Word, and Excel.
- Ability to support staff development and wellbeing appropriately and professionally.

PERSONAL ATTRIBUTES

ESSENTIAL

- Professional, calm, and resilient.
- Practical and solutions focused.
- Takes ownership and follows through.
- Flexible and adaptable in approach.
- Professional in manner and presentation.
- Committed to safeguarding and promoting the welfare of children and young people.

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 while setting them in the context of today.

HUMILITY

- We work hard to serve others in 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 who 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 are role models for the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.