

The background of the entire page is a photograph of three young men in school uniforms. They are sitting on the floor in front of a large, dark wooden door with ornate panels. The man on the left has dark, curly hair and is wearing a dark suit with a blue tie. The man in the middle has light brown, wavy hair and is wearing a dark suit with a blue and white striped tie. The man on the right has dark hair and is wearing a dark suit with a red, yellow, and blue striped tie. They are all smiling and looking at each other, appearing to be in a friendly conversation. The lighting is warm and natural, suggesting an indoor setting with large windows.

DULWICH COLLEGE
FOUNDED 1619

Maintenance Helpdesk Administrator

Information for Applicants

Welcome

Dear Potential Applicant

Thank you for applying to work at Dulwich College. I hope that you will find the prospectuses and web pages useful and feel that they provide a better understanding of our aims, values and ethos. I also hope this booklet makes you feel you might thrive here, would like to join us and make a great professional contribution.

At heart, the College's focus ensures the wellbeing, experience and achievements of our pupils. We want them to be happy, to flourish and to get the very best from their time here. These aims also allow us to have a positive relationship with our families, and uphold our reputation and strategic ambitions.

We have a large, diverse, dedicated and talented team of colleagues. It is a huge collective effort to achieve our annual and long-term goals, and we could not do this without everyone working together in a diligent and good humoured manner.

As well as rewarding and fun, being part of the College is demanding at times and we have high expectations of all our colleagues. There are, however, many advantages and opportunities, which are better explained in this booklet. Put simply, we wish to get the best from everyone and we will seek to invest in you and develop you during your time with us.

We recognise that many of our colleagues are professionally ambitious. We will certainly help you in your aims, through mentoring, professional development courses and career opportunities.

We are fortunate to have a large College community, with several career pathways and experiences available. We hope that you will enjoy working here, really understand the value and the commitment shown by everyone and wish to play your part in the exciting life of Dulwich.

Mr Robert Milne
Master





The College

Dulwich College is an academically selective independent school for boys in south east London, known for its inspired teaching, genuine scholarship and broad co-curricular life.

Our dedicated and increasingly diverse staff of approximately 250 teachers and 350 operational colleagues, support a pupil body of approximately 1,850 across the Senior and Junior Schools and DUCKS, our co-educational nursery and infant school.

Set within 70 acres of beautiful grounds, yet only 12 minutes by train from central London, the College offers an exceptional working environment — spacious, well-resourced and rich in heritage. The campus blends iconic listed buildings with award-winning new architecture, creating a dynamic and inspiring setting that values curiosity, creativity and collaboration among both pupils and staff.



Vision Values & EDI

Our Vision

To be an outstanding school that inspires every pupil to work, study and serve with purpose, developing the potential to make a positive difference in the world.

Our Values

Purpose, kindness and joy – underpin a culture of curiosity, creativity, compassion and integrity. We promote collaboration, resilience and appreciation of the benefits of living and learning within a diverse, inclusive community.

Equity, Diversity and Inclusion

We celebrate the diversity of our pupils, staff, alumni and parents, recognising that varied backgrounds and experiences create a vibrant and forward-looking community. Dulwich College stands firmly against discrimination in all forms and is committed to advancing inclusion, social responsibility and the core British values of democracy, liberty, respect, tolerance and the rule of law.



Role Details

Job title

Maintenance Helpdesk Administrator

Reporting to

Head of Maintenance

Period of employment

Permanent

Probationary Period

Six months

Start Date

As soon as possible

Working Hours

37.5 hours per week

Normal working hours are 7.30 am to 4.00 pm, Monday to Friday, with a one-hour unpaid lunch break to be taken between 12.00 pm and 2.00 pm.

The postholder may occasionally be required to undertake additional work where necessary to meet the operational needs of the College.

Salary

£34,000 per annum

Holiday Entitlement

25 days' annual leave, in addition to designated College closure days.

Annual leave entitlement increases to 30 days following the completion of five years' continuous service.

Job Purpose

To provide professional and customer-focused helpdesk and administrative support to the College community and the Maintenance Department.

The postholder will act as a central point of contact for maintenance-related enquiries, ensuring that requests from pupils, staff, contractors and other stakeholders are recorded, processed and managed efficiently.



Key Responsibilities

Maintenance Helpdesk & Customer Service

- Act as the first point of contact for internal and external maintenance-related enquiries, ensuring that all requests are handled promptly, professionally and courteously.
- Assess and escalate enquiries to the appropriate member of the Maintenance team when required.
- Process daily reactive maintenance requests, create work orders and forward them to the appropriate team member for review and allocation.
- Monitor outstanding work orders and assist with obtaining updates to ensure that requests are progressed and completed in a timely manner.
- Ensure that the Maintenance Helpdesk remains appropriately covered throughout the working day.

CAFM System & Records Management

- Maintain and update the Computer-Aided Facilities Management (CAFM) system, ensuring that new requests are processed promptly, progress notes are accurately recorded and completed requests are closed correctly.
- Assist with the management and maintenance of compliance data and supporting documentation within the CAFM system.
- Assist with maintaining accurate and up-to-date asset registers.
- Maintain accurate and organised electronic and paper filing systems for all helpdesk-related records and documentation.

Purchasing & Financial Administration

- Create and issue purchase orders as required, ensuring that all relevant information and authorisation is recorded.
- Assist with the purchasing of materials, parts, tools and equipment required by the Maintenance Department.

Contractor Coordination & Compliance

- Welcome visitors to the Maintenance Department and ensure that external contractors follow the College's signing-in procedures.
- Issue contractor passes, keys and permits in accordance with College procedures, with due regard to safeguarding, security and health and safety requirements.
- Coordinate contractor documentation, including permits, risk assessments, method statements and other relevant paperwork.
- Arrange contractor access and coordinate planned works with contractors, College departments and members of the Maintenance team.

Staff Accommodation Administration

- Assist with the management and turnover of staff accommodation, maintaining accurate records relating to tenancy dates, lease terms, deposits and occupancy.
- Liaise with occupants of staff accommodation regarding repairs, maintenance requirements and statutory compliance inspections.

General Administration & Team Support

- Provide general administrative support to the Head of Maintenance and wider Maintenance Department as required.
- Undertake any other reasonable duties consistent with the responsibilities and level of the role.





Person Specification

Essential Qualifications and Experience

- Previous experience of working in a customer-focused helpdesk, administrative or facilities-related role, preferably within a busy operational environment.
- Experience of working effectively as part of a team and independently with limited supervision.
- Experience of managing enquiries, coordinating workloads or processing service requests.

Desirable Qualifications and Experience

- Previous experience of working within a maintenance, facilities management, property or estates environment.
- Experience of using a database or Computer-Aided Facilities Management system.
- Experience of raising purchase orders and assisting with procurement processes.
- Experience of liaising with contractors, suppliers and a wide range of internal stakeholders.
- Experience of maintaining compliance records, asset information or contractor documentation.

Essential Technical and Administrative Skills

- Good general IT skills, including confidence using Microsoft Word, Excel and Outlook.
- Ability to learn and use CAFM systems and other digital platforms effectively.
- Excellent written and verbal communication skills.
- Strong organisational and administrative skills, with a high level of accuracy and attention to detail.
- Confident, professional and courteous telephone manner.
- Ability to maintain accurate records and manage both electronic and paper-based filing systems.



Essential Abilities

- Ability to work under pressure and manage multiple requests, competing demands and changing priorities.
- Ability to prioritise workloads and meet deadlines.
- Ability to communicate effectively with pupils, staff, contractors, suppliers and other members of the College community.
- Ability to identify urgent, sensitive or high-risk requests and escalate them appropriately.
- Ability to handle confidential or sensitive information responsibly.
- Ability to use initiative, solve routine problems and follow established procedures.

Personal Qualities

- Reliable, punctual and conscientious.
- Calm, organised and efficient.
- Professional, approachable and customer-focused.
- Cooperative and able to build positive working relationships.
- Flexible and willing to respond to the changing needs of the department.
- Self-motivated, proactive and able to use initiative.
- Enthusiastic and committed to providing a high standard of service.



Application Procedure

To apply for this role please visit our [vacancies page](#).

Closing date

14 August 2026

Interview dates

To be confirmed. Shortlisted candidates will be informed of the interview arrangements in due course.

We are committed to safeguarding and promoting the welfare of children. This is the responsibility of the whole College community. We all remain vigilant about safeguarding at the College and we never think that child abuse could not happen here or to our pupils. A DBS Disclosure is required to the Enhanced level. The DBS Code of Practice and the Standard and Enhanced DBS Privacy Policy can be found on our website. Charity 1150064

College Community and Benefits



Make your money go further

- Flexible pension/pay – Join TPS or choose the Group Pension for 10% employer contributions and a higher take-home pay. (Same total package).
- Lunches – Free lunch in the dining hall or to take-away.
- Fee remission – Discounts on fees at Dulwich College, Alleyn's Dulwich, JAGS Dulwich and DUCKS (admissions rules apply).
- High-street savings – Access to discounts on restaurants, food deliveries and shopping.

Help with your commute

- Bike to Work - Tax-efficient bike purchase.
- Onsite parking - Free parking on Campus, EV parking.

Support for your wellbeing

- SimplyHealth plan - Cash back on routine medical expenses
- 24/7 GP access – Online consultations, advice and referrals.
- EAP – 24/7 emotional, financial and relationship support.
- Sports club – Free family membership for you, your partner and children under 18.
- Eye tests & flu jabs – Free tests and seasonal vaccinations.

Protection when you need it

- Life insurance – Included with all pension schemes for permanent employees.
- Accident insurance – Cover for permanent disability or dental injury.

Support for life outside work

- Family leave – Enhanced leave for new arrivals
- New baby perk – Cash contribution from SimplyHealth.
- IVF leave – Up to 5 days for essential appointments.

Boost your social life

- Events & clubs – From Burns Night to book clubs and quizzes.
- Dulwich Picture Gallery – Free entry with staff pass.
- Dulwich Golf Club – Discounted 'Member's guest' rate.
- Private functions – Reduced rates for venue hire (subject to availability).



Important Information

Safeguarding

All staff are responsible for safeguarding and promoting the welfare of children, completing the required training, and adhering to College safeguarding policies.

Health and Safety

Staff must also take reasonable care of their own health and safety and that of others, follow safety procedures, use equipment responsibly, and co-operate with managers on all health and safety matters.

Safer Recruitment

You will find our application form detailed — this ensures we meet the rigorous standards required when employing people to work with or around children and young people.

Vetting

All appointments are subject to pre-appointment vetting, as required by law, which will include satisfactory criminal record checks.

Get in touch

Queries should be sent to joinourteam@dulwich.org.uk



DULWICH COLLEGE
Dulwich Common London, SE21 7LD
Telephone: 020 8693 3601
Email: joinourteam@dulwich.org.uk
Website: www.dulwich.org.uk

