



Downe House



CANDIDATE INFORMATION PACK

ESTATES ADMINISTRATOR
(FULL-TIME)



Message from the Headmistress

Thank you for the interest you have shown in joining Downe House. I hope this information pack provides a clear overview of the position and of what it is like to work at our School. If you have any queries, please do get in touch - we are always happy to help. I would also recommend visiting our website, where you will find a wealth of information about us.

Downe House is a very special place, where we work together with a shared purpose: to support our pupils in reaching their full potential. There is a strong sense of community here, and every member of staff, whatever their role, plays an important part in our success.

We seek to recruit the very best staff at Downe House, and I could not be more proud of our dedicated team. Our expectations are high, but in return we offer a supportive and friendly working environment, generous benefits, extensive CPD opportunities, and the chance to make a real difference.

I hope you will feel encouraged to apply, and we look forward to hearing from you.

With all good wishes

EMMA MCKENDRICK

About Downe House

Downe House is a leading UK independent day and boarding school for girls aged 11 – 18. Downe has long enjoyed a reputation for delivering a world-class education, focused on outstanding academic and extracurricular provision, and pastoral excellence.

Downe House was founded in 1907 by Olive Willis, who held a strong belief that a school should meet the needs of young women by prizing the individual and creating a strong community. With over 550 pupils, today's Downe House lives out the message that "each individual matters", alongside its Christian foundation and core values of kindness and respect for others. A Downe education sets out to inspire our pupils to succeed – and to prepare them to become inspiring role models as citizens of a global community.

Our immersive education gives girls both the freedom and support to develop their talents and interests. Inspirational teaching, enriching co-curricular opportunities and personalised curricula bring out the best in each girl, with holistic pastoral support. The lifelong friendships formed here create an unrivalled network of talented alumnae helping each other succeed beyond Downe House.



The School has an established reputation for academic excellence as well as outstanding pastoral care. We offer a flexible approach to suit the individual needs of our families, and girls have the choice of joining us as full boarders, flexi boarders or day pupils. Many of the girls are boarders, and they live in one of the ten on-site boarding houses. The emphasis is very much on creating a 'home from home' environment, and each house is staffed by a committed and caring team – some of whom are residential. Our ethos is to put families at the heart of our education, from creating the right balance between family time, to working in partnership with parents to ensure every girl gets the most out of school life.

Our international focus reflects our commitment and ambition to share our education management expertise on a global scale and to provide opportunities for staff and young people all over the world. Academic staff have the opportunity to participate in a global teacher exchange programme with our partner school in Australia. Selected pupils can also participate in our Global Schools Exchange or Global Internships programmes. We are committed to creating a diverse and global community within our founding School in Berkshire, alongside our international Schools in Oman and the Kingdom of Saudi Arabia.



Downe House



HARROW
SCHOOL

EXCELLENCE IN PARTNERSHIP

In September 2026, Downe House School and Harrow School entered into a strategic structural partnership.

Building on our schools' shared ethos and commitment to single-sex boarding education. The partnership will strengthen academic, co-curricular and social opportunities for pupils, encourage innovation, and support staff development through shared expertise and resources. Families and alumni will also benefit from greater collaboration.

Both schools retain their distinct identities, traditions, sites, charities, governance structures and leadership.

Working for us

Downe House employs over 450 staff across a wide range of roles, including teachers, administrators, accountants, technicians, school nurses, housekeepers, matrons, and chefs. Working here means joining a welcoming, ambitious, and forward-thinking community where every member of staff is valued for the part they play in shaping the lives of our pupils. As a leading UK independent school with a proud heritage and a modern outlook, we strive to create an environment where students and staff alike can thrive. Colleagues describe Downe House as a place of genuine collaboration, where professional expertise is respected, and development is encouraged at every stage of your career.

Staff benefit from exceptional facilities, a beautiful campus, and strong investment in wellbeing and training. Whether your role is in teaching, pastoral care, administration, or support services, you will be supported by a highly professional team and offered many opportunities to get involved in all aspects of school life. Our culture is shaped by kindness, inclusivity, and a shared belief in the value of holistic education.

At Downe House, you will make a meaningful difference each day, enjoy a vibrant workplace, and contribute to an institution that strives for excellence while remaining grounded in community. We welcome talented, caring, and enthusiastic individuals who want to grow with us and help our pupils flourish.

Inspiring people



The position

ESTATES ADMINISTRATOR

START DATE: October 2026

HOURS: 37.5 hours a week

CONTRACT TYPE: Permanent - Full Time

REPORTING TO: Head of Maintenance and Facilities

SALARY: £24,804 - £25,701 per annum
Dependant on experience

LOCATION: On site

DEPARTMENT OVERVIEW

The Estates Administrator sits within the Professional Services Team, led by The Director of Estates, Properties and Services, and reporting daily to The Head of Maintenance and Facilities. This is a key role working across the teams within the Estates Department covering, Maintenance, Housekeeping, Events, Grounds, and Postal services, ensuring all administrative requirements are carried out efficiently and to the highest standard.

The successful candidate will ensure the smooth running of administrative processes, helping to streamline procedures and support the operational team in their daily work.

As part of the role, effective time management, an ability to handle multiple projects, and prioritization of workload will be paramount to success. While acting as a key liaison between internal and external customers and the appropriate members of the team, promptness and polite communication is essential.

As a department, continuous improvement through new and innovative operational approaches is a necessity and throughout the role, you'll be encouraged to suggest improvements where relevant.



MAIN DUTIES AND RESPONSIBILITIES

- Timely processing of requests for assistance/maintenance through the reactive helpdesk system, including any verbal or email requests.
- Raising and issuing purchase orders for materials and equipment and monitor deliveries and invoices being received.
- Where required, supporting other departments such as Housekeeping and IT with their purchase orders.
- Working with the Head of Maintenance and Facilities to ensure all budgetary requirements are monitored, reports generated, and cross charges made as required to other departments.
- Efficiently maintain all departmental records through SharePoint and OneDrive (to include orders/delivery notes/invoices/compliance documentation)
- Effectively manage archival documents, ensuring records are retained in accordance with the school's data retention policies.
- Manage record logs for service visits and planned preventative maintenance (e.g. Legionella Control, Pest Control).
- Oversee Contractors visiting, ensuring sign in procedure is followed, correct lanyards and Contractor Site Rules are issued.
- Ensure PPE/Uniform is provided to all relevant staff and re-order as necessary.
- Fielding initial telephone calls for the teams, as well as responsibility for the duty caretakers' telephone during daytime hours.
- Responsibility for initial communications to include emails to staff, managers, and suppliers.
- Ensuring weekly catering needs for the teams are ordered as necessary.
- Keep stationery stocks up to necessary levels for the team's needs.
- Ordering items for residential accommodation as and when requested by the Events & Services Manager (e.g. white electrical goods, toiletries, and soft furnishing)
- Liaising with Housekeeping and Catering departments as and when required.
- Supporting vehicle administration including, MOT, servicing, valeting, key inventory, lease queries, obtaining renewal quotations, accident and breakdown, insurance and remedials.
- Provide administrative support to the Director of Estates and Services as required.
- Smartlog administration, supporting user queries, asset and contractor management and user training and health and safety records.
- Explore and implement appropriate AI and digital solutions to support administrative functions, whilst ensuring compliance with school policies, data protection requirements, and confidentiality standards.



Person specification

- Experience supporting estates, contracts, or facilities teams; relevant administration, secretarial experience and / office management qualification.
- A GCSE in Maths and English, plus good basic education with excellent written and verbal communication skills.
- Full working knowledge of MS Office Suite (Word, Excel, Outlook, Teams are essential)
- Knowledge of, or a willingness to learn, other Microsoft systems such as SharePoint Lists, Power Apps, Forms, 365 Copilot.
- Able to use own initiative and work unsupervised.
- Demonstrate the ability to communicate professionally, effectively, and diplomatically with a wide range of stakeholders across the school community.
- Ability to manage conflicting demands and communicating with relevant staff appropriately.
- Positive, helpful, customer service driven attitude.
- Must be able to work collaboratively as part of a large team.
- Ability to think ahead, plan, prioritise, meet deadlines and manage multiple projects.
- Ability to problem solve without compromising service / standards.
- Flexible approach to the type of work undertaken.
- Proactive with the ability to look for ways to change and improve processes.
- Able to take direction effectively and see tasks through to completion with attention to detail.
- A strong commitment to the Downe House ethos, aims and aspirations.

Downe House is committed to safeguarding and promoting the welfare of students and expects all staff to share this commitment and adhere to, and comply with, the School's Safeguarding and Child Protection Policy and procedures at all times. Appointed candidates will be subject to an enhanced DBS check and an online social media check.

We promote equality of opportunity and support an environment that values and promotes diversity and inclusion.

Employee benefits



ANNUAL LEAVE

25 days + Christmas shutdown + Bank Holidays



BEREAVEMENT SUPPORT

practical, probate & emotional support



COMMUNITY & SOCIAL

regular social events for staff & family



CPD

weekly opportunities for learning & development



EMPLOYEE ASSISTANCE

confidential advice & counselling service



EYE TEST

free eye test & contribution towards glasses for regular VDU users



FLU VACCINATIONS

annual on-site free vaccinations



FREE MEALS

daily nutritious & delicious meals



EMPLOYEE REFERRAL REWARD

£300 for successful referrals



FEE REMISSION

generous discounted fees



GROUP INCOME PROTECTION

75% salary



GYM

free access to on-site gym & discounts at local gyms



HEALTH & WELLBEING

a range of health benefits i.e. Virtual GP & Online Physiotherapy



LIFE INSURANCE

3 x salary



LINE MANAGER SUPPORT

in house workshops & Aspiring Middle Leaders programme



LOCATION

well connected, within easy reach of A34 & M4



PARKING

plenty of onsite parking



PENSION

generous employer contributory schemes



SWIMMING POOL

access to heated on-site swimming pool



TECH

Microsoft showcase school using leading technologies



WORKING ENVIRONMENT

beautiful semi-rural campus on 104 acre estate



CYCLE TO WORK SCHEME

savings on purchasing a bicycle & accessories for commuting purposes

“I benefitted hugely from the coaching and mentoring that was available to me. Whilst Downe prides itself on seeking the best possible route for each student, this is true of their approach to their staff as well.”

“Downe House is a very busy, vibrant and exciting place to be a part of. The expectations within my role are high, but I have felt very supported since I started, and there is a tangible culture of collaboration and kindness at the school.”

“I’m enjoying being part of such a supportive team and a community that empowers young women to succeed. Downe House’s reputation and beautiful setting make it a truly inspiring place to work.”





Inspiring girls

Downe House
Cold Ash, Thatcham
Berkshire, RG18 9JJ

www.downehouse.net



Downe
House

