

JOB DESCRIPTION

PA to the Deputy Head Pastoral and the Director of Safeguarding



HARROW
SCHOOL

DEPARTMENT	SMT Administration
REPORTS TO	Deputy Head Pastoral
WORKING PATTERN	Full time, 40 hours per week over 5 days (9am-5pm), term time only, 39 weeks each year
ISSUE/REVISION DATE	July 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 Deputy Head Pastoral is a member of the School's Senior Management Team (SMT) and is responsible for the provision of pastoral care in the School.

- He advises the Head Master on the appointment of House Masters and manages the related processes.
- He is line manager to the House Masters and is responsible for their induction, training and appraisal.
- He oversees the work of the Matrons and Support Matrons, as well as that of the Senior House Master and Senior Matron. He is responsible for the appointment of Matrons and Assistant House Masters, and supports the House Masters and the Senior Matron in their induction, training and appraisal / annual review.
- He has overall responsibility for the Medical Centre, including the line management of the Lead Nurse and Practice Manager.
- He is one of six Deputy Designated Safeguarding Leads and sits on the Pastoral Support Committee.
- He is responsible for tutoring, including the allocation of Tutors to boarding Houses.
- He line-manages the Head of PSHE Education and is responsible for the PSHE Education curriculum, in collaboration with the Senior Deputy Head .
- He oversees House Masters' Meetings, Matrons' Meetings and the Pastoral Advisory Committee (which sets the strategy for pastoral care).
- He is responsible for the School's readiness for ISI inspections in all areas of pastoral activity, working with the Senior Deputy Head and Director of Safeguarding on related policies, handbooks and guidance notes, and ensuring the provision of all necessary training for teaching and non-teaching staff.
- He oversees the programme for the induction of boys new to the School in Year 9 and Year 12.
- He is responsible for the setting and monitoring of boarding House budgets (with the Bursar) and works with the Bursar and the Head of Capital Development to assess and co-ordinate the maintenance and upgrading of the Houses.

The Director of Safeguarding is a member of the SMT and is responsible for child protection and safeguarding, including online safety.

- He is the School's Designated Safeguarding Lead, liaising with external authorities and agencies as and when necessary. He chairs the Pastoral Support Committee, which oversees all the pastoral casework that takes place in the School.
- Along with the PA to the Deputy Head Pastoral and the Director of Safeguarding, he is responsible for the operation of CPOMS and other systems which store information relating to the safeguarding and more general pastoral welfare of boys in the School.
- He oversees the work of the Deputy Designated Safeguarding Leads.
- He is responsible for the provision of safeguarding training for all staff and for ensuring, through it and through all related documentation, the School's compliance with all relevant safeguarding legislation, including that of ISI.
- Working with the Assistants to the Awards and Sixth Form Registrars, with the Database Manager, House Masters and the Deputy Head Pastoral (and others as necessary), he ensures that there is a compliant and effective system in place for managing all aspects relating to Child Student visas.
- He is responsible for overseeing the application of the School's Attendance Policy and Missing Boy Procedure.
- He oversees the annual Living Together Survey.
- He supports the Deputy Head Pastoral in the induction, training and appraisal of House Masters.
- He co-ordinates the promotion of Equity, Diversity and Inclusion across the School and chairs the Staff EDI Group.

The Deputy Head Pastoral and Director of Safeguarding both assist with the training of School Monitors (prefects) and serve on a wide range of other School committees that require input from a pastoral and/or safeguarding perspective.

The Senior House Master reports to the Deputy Head Pastoral and, alongside the running of his boarding House, has responsibility for chairing Informal House Masters' meetings, chairing Senior and Junior Food Committee meetings, and chairing meetings of the Assistant House Masters, with the support of the Deputy Head Pastoral. He is responsible for the induction, training and annual review of the Assistant House Masters. He is also responsible for the production of the *Welcome to Harrow* and *Guide for Parents* booklets for new boys and parents, the collation and distribution of the New Boys' Information Packs and the arrangements for the Welcome Afternoon.

The role of PA to the Deputy Head Pastoral and the Director of Safeguarding 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 and secretarial 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 to maintain confidentiality is critical.

THE ROLE

The role is to provide professional, confidential secretarial and administrative support for all pastoral and safeguarding matters in the School for the Deputy Head Pastoral, the Director of Safeguarding and the Senior House Master. In addition, the post-holder will act as PA to the Deputy Head Pastoral and to the Director of Safeguarding, and support the work of the Senior Management Team (SMT) more generally. Integral to the role is the facilitation of effective communication about pastoral and safeguarding matters with pupils, parents, teachers, non-teaching staff, Governors, visitors and external agencies.

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.

Main duties and responsibilities

- Act as PA to the Deputy Head Pastoral and to the Director of Safeguarding.
- Provide administrative and secretarial support to the Deputy Head Pastoral, the Director of Safeguarding and the Senior House Master in relation to pastoral and safeguarding matters.
- Maintain effective filing of both paper and electronic materials.
- Manage the CPOMS safeguarding and pastoral recording system, liaising as necessary with the IT Department and externally with staff at CPOMS.
- Pro-actively manage incoming correspondence, emails and telephone calls for the Deputy Head Pastoral and Director of Safeguarding by identifying priority items and taking action where possible.
- Pro-actively manage the diaries of the Deputy Head Pastoral and Director of Safeguarding to provide accurate and reliable schedules, ensuring that all appointments are managed, and conflicts resolved.
- Act as the first point of contact for telephone calls, visitors and staff who wish to speak with the Deputy Head Pastoral, the Director of Safeguarding or the Senior House Master in relation to pastoral and safeguarding matters, taking the initiative to ensure that all enquiries are dealt with effectively.
- Using MS Office skills, assist the Deputy Head Pastoral and Director of Safeguarding with the preparation of correspondence, briefing papers, policies, reports, spreadsheets and presentations.
- Co-ordinate and provide support at a wide range of meetings and committees related to the pastoral life of the School, including the Pastoral Advisory Committee, Assistant House Masters' Meetings, Medical Centre Meetings, Boys' Pastoral Committee, Senior and Junior Food Committees, and Staff EDI Group Meetings. This will include scheduling, arranging catering or providing refreshments, preparing and circulating documents, minute-taking and any follow-up action, including the formal writing up of minutes.
- Support the Pastoral Support Committee on occasion, including the coordination of arrangements for case conferences.
- Ensure that all relevant pastoral and safeguarding policies and documents are updated, including House Masters' and Matrons' Handbooks, through review at least annually.
- Ensure that boarding compliance and inspection documentation is kept up to date, and provide support in the run up to and during inspections.
- Arrange and prepare relevant documentation for new teachers' pastoral and safeguarding inductions.
- Liaise with the HR Department and the Head of Safety, Energy & Compliance in order to ensure that all staff, whether teaching or non-teaching, have completed required training both on appointment and on an annual basis.
- Organise and maintain records of higher-level safeguarding training for SMT, resident House staff and any others who require or request it.
- Organise travel for the Deputy Head Pastoral and the Director of Safeguarding, along with associated bookings, correspondence and itineraries.
- Maintain up-to-date knowledge of School procedures, processes and current initiatives, projects and issues, particularly those relevant to the Deputy Head Pastoral and Director of Safeguarding.
- Support the Deputy Head Pastoral and Senior House Master with administration related to the appointment, induction, training and appraisal processes for House Masters, Matrons and Assistant House Masters.
- Support the Deputy Head Pastoral with administration related to tutoring arrangements.
- Support the Deputy Head Pastoral, the Director of Safeguarding, the Senior House Master and House Secretaries with the production of the *Welcome to Harrow* and *Guide for Parents* booklets for new boys and parents, the collation of annual forms completed by parents, the collation and distribution of the New Boys' Information Packs and the arrangements for the Welcome Afternoon.
- Support the Director of Safeguarding with the auditing of Guardian Arrangements forms.
- Support the Director of Safeguarding, Guardianship Administrator, and the House Secretaries with administration of the platform used to track current pupils who are on Child Student Visas.

SMT support

- Provide, as required, a confidential secretarial service to members of the SMT.
- Support the EA to the Senior Deputy Head in drafting the Meetings and Deadlines list a term in advance, liaising with others as appropriate and supporting when required.
- Assist the EA to the Senior Deputy Head with administrative tasks.
- Support the EA to the Senior Deputy Head with the organisation and administration of parents' meetings.
- Assist with the management and co-ordination of School events.
- Cover for other secretarial staff in the SMT office, being mutually supportive and covering duties during colleagues' absences and at times of additional pressure.

Communication

- Welcome and look after visitors, always promoting a positive image of the School.
- Assist all visitors to the SMT offices in a helpful and diplomatic manner.
- Liaise closely with other members of the SMT secretariat and maintain regular contact with the Head Master's secretarial team to ensure a co-ordinated approach is adopted.
- Ensure relevant information is uploaded onto the School website and intranet.
- Communicate across the team to ensure the Deputy Head Pastoral and the Director of Safeguarding 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.

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

QUALIFICATIONS, EXPERIENCE AND ATTRIBUTES

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

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- A good general education

DESIRABLE

- Education to degree level in any subject

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Demonstrable experience in a role involving a significant level of administration

DESIRABLE

- Experience of working in an educational setting

SKILLS AND ABILITIES

ESSENTIAL

- High level of proficiency in IT applications including Word, Excel, PowerPoint and Outlook
- 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 manner
- Ability to think and work quickly and calmly when under pressure
- Initiative and common sense
- Ability to work to tight deadlines and manage conflicting priorities
- Excellent time-management skills and the ability to prioritise workload
- Ability to deal confidently and professionally with a wide variety of individuals, including current and prospective parents as well as members of staff across all school departments

DESIRABLE

- Familiarity with databases

PERSONAL ATTRIBUTES

- Pleasant, outgoing personality with excellent interpersonal skills
- An empathetic and friendly approach to staff, prospective parents and applicants, 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
- An effective team player

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.