



Office Manager

For further details please go to the Thomas's London Day Schools website: thomas-s.co.uk/join-our-team or email kenjoinourteam@thomas-s.co.uk

thomas-s.co.uk



Thomas's London Day Schools

Welcome

A family-run group

Welcome to Thomas's London Day Schools. We are a family-run group of co-educational independent schools in central London, which seek to give an exceptional start in life to more than 2,000 children between the ages of two and eighteen.

Every member of the Thomas's community is expected to live by our most important school rule, which is simply to 'Be kind'.

Aims

We aim:

- To offer an exceptional education to young people aged 2 to 18 which is forward-thinking and outward-looking, with kindness at the core.
- To ensure that every member of our school communities learns and lives by a strong set of values.
- To enable our pupils to achieve academic success through a broad curriculum and a four-dimensional approach to education which develops knowledge, skills, character and metacognition.

Vision

Net contributors to society

Our vision is that every pupil leaves Thomas's with core values and a strong sense of social responsibility; inner strength and positive physical and mental health; academic success and a wide range of skills, interests and attributes; curiosity about the world and a love of learning. We strive to ensure that a Thomas's education equips all of our pupils with optimism about and preparedness for the future, setting them on a path to become net contributors to society and to flourish as successful, conscientious and caring citizens of the world.

Values

We subscribe to ten core values:

- Kindness and Courtesy
- Honesty and Respect
- Perseverance and Independence
- Confidence and Leadership
- Humility and being Givers, not takers

*The Heads and Principals
Thomas's London Day Schools*

Welcome to Thomas's Kensington

Thomas's Kensington is a dynamic, forward-thinking prep school offering an exceptional holistic education for children aged 4 to 11.

Rooted in kindness and guided by strong values, our approach combines academic excellence with breadth, depth and joy in discovery. Pupils consistently achieve outstanding results, progressing with confidence to leading day and boarding schools across the UK. Just as importantly, they flourish through a rich array of opportunities in the performing arts, sport, outdoor learning and adventurous expeditions, developing the skills and attitudes necessary to navigate the future with confidence.

At the heart of this thriving community is a team of dedicated teachers who inspire, challenge and support every child to reach their full potential. We foster a warm and collaborative environment where staff and pupils alike are encouraged to think deeply, act with integrity and embrace every opportunity with enthusiasm.

Thomas's Kensington is part of Thomas's London Day Schools, established by Joanna and David Thomas in 1971 to offer a vibrant educational journey with kindness at its core.

Demand for places is high, and we are seeking exceptional educators to join our community. If you are ready to inspire the next generation and thrive in an environment where happiness, innovation and excellence are valued, Thomas's Kensington would love to hear from you.



Application Details

We seek to appoint an inspirational and dedicated Office Manager.

The successful candidate will be accountable for the effective running, coordination and continuous improvement of the Office and local administrative operation, ensuring that the school day is well organised, information is accurate, responsibilities are clear and the Office provides a responsive, professional service.

Thomas's Kensington is part of a flourishing, family-run group of independent, co-educational day schools offering a broad and innovative curriculum, with high academic standards.

The Recruitment Pack should be read alongside the information available on our website.

Applications will be considered upon receipt and interviews will be arranged as soon as mutually convenient.

Please note that referees will be contacted prior to the interview.

Competitive salary and conditions are offered.

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Closing date:
Friday 2 October

Interview date:
Tuesday 6 / Wednesday 7 October

Start date:
Monday 19 October if possible

Working pattern: 07:30–16:30

All year round

Benefits

- Continuous Professional Development opportunities
- Employee Assistance Programme - offering a wide range of benefits to support employee physical, mental and financial health needs
- Group Personal Pension Plan, administered by Aviva. The employer contribution is set at 5% of salary with the default employee contribution set at 3% of salary.
- Death in Service Benefit
- Group Income Protection
- Salary Exchange Pension Scheme
- Free Daily school meals during term time
- Cycle to work scheme

Safeguarding

Thomas's London Day Schools are committed to safeguarding the welfare of children and young people and expect all staff, volunteers and visitors to share this commitment and work in accordance with our child protection policies and procedures. All posts are subject to screening appropriate to the post including checks with past employers and the DBS service. The school will undertake online searches on shortlisted applicants and may require applicants to provide details of their online profile, including social media accounts. For details of the checks which will be undertaken as part of our recruitment process, please see our Safer Recruitment Policy which can be found here www.thomas-s.co.uk/policies/ under the 'Thomas's Policy' tab.

This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

As an equal opportunities employer, Thomas's is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity or marriage and civil partnership. Thomas's aspire to have a diverse and inclusive workspace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the Group.

The Role

Office Manager

Accountable:

AHT Co-Curricular & Operations / Head

Responsible:

Front of House & Co-Curricular Administrator; Medical & Pupil Services Administrator

Key areas of responsibilities

Office leadership and coordination

- Lead and line-manage the Office team, setting clear priorities, standards and expectations.
- Coordinate daily deployment, workload, rotas, handovers and resilience arrangements across the three-person Office.
- Ensure every recurring process has a clear owner and that actions are followed through to completion.
- Maintain effective Office procedures, checklists, shared workflows and service standards; identify and implement improvements.
- Manage competing requests for administrative support and arbitrate priorities and capacity across the team.
- Ensure Front of House and planned administrative work receive appropriate cover and protected capacity.

Staff cover and daily readiness

- Open the Office at 07:30 and review staff absence, the day's calendar, visitors, events, rooms and operational issues before pupil arrival.
- Maintain the central staff-cover tracker/log accurately and ensure cover arrangements and patterns are recorded.
- Coordinate routine supply-agency liaison where required as part of the established cover process.
- Coordinate the established cover process and ensure appropriate senior leaders receive timely information; educational deployment decisions remain with the relevant senior leader.
- Act as the central point for local operational problem-solving and escalation.

Whole-school administration and systems

- Own and coordinate the school calendar and key administrative deadlines.

- Undertake and oversee general school administration not allocated to another role.
- Maintain routine local website administration and updates within the agreed school/Group communications framework.
- Coordinate room and space requirements and practical arrangements across the school.
- Maintain appropriate records, templates and standard administrative processes.
- Maintain oversight of the accuracy and effective administration of the school MIS and core pupil records, with routine maintenance undertaken by the appropriate administrator.
- Oversee appropriate records management, archiving and retention processes.
- Coordinate school-level GDPR and subject access request administration, liaising with central colleagues and the DPO as required.

Procurement and resources

- Manage the school's routine procurement process in accordance with Finance controls and delegated budgets.
- Coordinate ordering, supplies and stock oversight; use preferred processes and suppliers and identify avoidable duplication or inefficiency.
- Liaise with budget holders and Finance to ensure purchasing information and documentation are accurate.
- Coordinate invoice processing, purchasing-card administration and routine budget tracking where these functions are undertaken at school level.
- Coordinate routine catering administration and liaison; Medical & Pupil Services retains responsibility for allergy, dietary and relevant medical information.

Operations and events

- Coordinate local operational requirements and liaise effectively with Facilities, IT, Catering and central/Group functions without taking over their professional accountabilities.
- Act as the principal school-level administrative liaison with central Facilities and IT teams, coordinating routine maintenance requests, contractor access, keys/ access arrangements and operational IT requirements.
- Coordinate the practical onboarding and offboarding of staff, including liaison on access, IT, keys and other local operational arrangements; HR/People responsibilities remain with the relevant central team.
- Maintain required school-level health and safety and operational records, including the central administrative register of risk assessments; individual leaders retain responsibility for producing and implementing risk assessments within their areas.
- Ensure effective administrative arrangements are in place for fire and emergency procedures; Front of House maintains the live operational emergency lists.
- Coordinate transport and logistics not attached to an individual trip.
- Maintain a consistent event-planning process and checklist.
- Coordinate agreed operational requirements for major school events, including rooms, equipment, catering, visitors, staffing and logistics; the event lead retains responsibility for the event itself.

Office service and cover

- Maintain oversight of the quality, presentation and responsiveness of the Office and Front of House service.
- Provide practical Front of House/telephone cover when required and ensure explicit handovers at pressure points or during absence.
- Promote a culture in which colleagues take ownership of enquiries until they are resolved or properly handed over.



Person Specification

Essential

- Excellent organisation, accuracy and attention to detail, with the ability to manage competing priorities and meet deadlines.
- Strong written and verbal communication skills and a consistently professional, calm and helpful manner.
- Sound judgement, discretion and an understanding of the importance of confidentiality when working in a school.
- Confidence using digital systems, databases and standard office software, with the ability to learn new systems quickly.
- A proactive approach: able to anticipate needs, take ownership, follow through and know when to escalate.
- A collaborative approach and willingness to provide appropriate cover across the Office while respecting clear areas of accountability.
- Commitment to safeguarding and to the welfare of children.
- Demonstrable experience of coordinating people, workflows or a busy administrative/operational function.
- Ability to set standards, allocate work, hold colleagues to account appropriately and improve systems and processes.
- Strong operational judgement and the ability to remain composed and decisive when plans change.
- Experience of procurement, event coordination, operations or office management.

Desirable

- Experience working in a school or similarly busy, service-led environment.
- Experience of school management information, attendance, co-curricular, medical or pupil-record systems relevant to the post.

Safeguarding and general responsibilities

- Promote and safeguard the welfare of pupils, following the school's safeguarding, child-protection and related policies at all times.
- Maintain appropriate confidentiality and handle personal information in accordance with school procedures and data-protection requirements.
- Promote equality of opportunity, inclusion and respect, treating pupils, colleagues, parents and visitors with dignity and fairness.
- Take reasonable care for their own health and safety and that of others, and comply with the school's health, safety and emergency procedures.

- Understand and comply with relevant school and Thomas's policies, procedures and expectations.
- Contribute positively to the ethos, values and professional culture of Thomas's Kensington.
- Undertake appropriate training and professional development required for the role.
- Carry out other reasonable duties consistent with the level and purpose of the post, as directed by the Head or relevant line manager.





**Be Kind
Be Thomas's**