

DULWICH COLLEGE
FOUNDED 1619

Commissariat & Stock Control Assistant

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





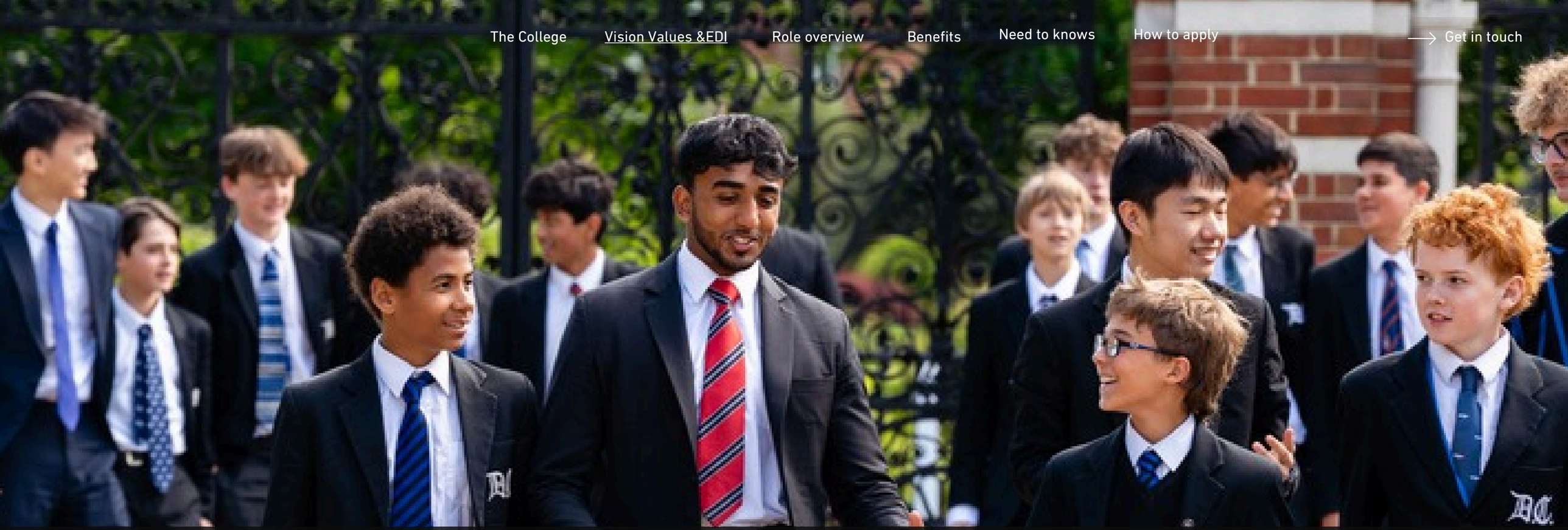


The College

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.

Commissariat & Stock Control Assistant

This role is responsible for providing flexible operational support across the Commissariat and Central Stores functions, ensuring excellent customer service, efficient retail operations and accurate, secure stock control.

During busy trading periods, peak demand, holidays and staff absences, the postholder will support the Commissariat by serving customers, processing sales, maintaining product availability and ensuring the smooth day-to-day operation of the retail environment.

At other times, the role will primarily support Central Stores and Stock Control, ensuring the accurate receipt, storage, issue, distribution and recording of centrally managed stock and assets across the organisation.

The postholder will play an important role in ensuring stock is available where and when it is needed, maintaining accurate and auditable inventory records, safeguarding organisational assets and ensuring compliance with relevant policies and procedures.

Core accountability: To deliver excellent customer service while maintaining accurate, secure and auditable stock control across the Commissariat and Central Stores.

Role Overview

- 6 month fixed term contract
- 25 hours per week, 8am-2pm
- £15.44 per hour
- Reporting to: Stock Control & Sales Manager
- Key working relationships: Commissariat Team, Retail Team, Finance, Security, Health & Safety, Department Leads and other operational departments.

















Role details

Key Responsibilities

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Commissariat and Customer Service Support

- Welcome and assist customers in a friendly, professional and helpful manner, delivering consistently high standards of customer service.
- Operate tills and point-of-sale systems accurately, processing sales, refunds, exchanges and other transactions in line with established procedures.
- Respond to customer enquiries and complaints professionally, resolving issues where appropriate and escalating when necessary.
- Maintain a good working knowledge of products and services, helping customers locate items and providing relevant product information.
- Receive, unpack and process deliveries, replenishing stock and maintaining attractive, well-organised product displays.
- Maintain a clean, safe and presentable sales floor and stockroom.
- Respond promptly and professionally to telephone and email enquiries.
- Carry out periodic price checks and stock checks, reporting discrepancies as appropriate.
- Follow cash-handling, stock security and retail operating procedures.
- Support seasonal trading, open days, arrivals and other periods of increased operational demand.

Stock Control and Central Stores Support

- Receive, check, record and store deliveries accurately using approved systems and procedures.
- Maintain accurate inventory records and stock management data, ensuring transactions are recorded promptly.
- Pick, issue and distribute stock to authorised departments, maintaining appropriate records of stock movements.
- Support the management of educational supplies, uniforms, personal protective equipment (PPE), cleaning and catering consumables, maintenance stock, retail stock and online store products.
- Monitor stock levels, identify potential shortages and report replenishment requirements.
- Ensure stock is stored appropriately, rotated where necessary and maintained in good condition.
- Assist with cycle counts, periodic stock checks and annual stocktakes.
- Investigate stock discrepancies and support inventory reconciliations.
- Maintain accurate issue and return records for uniforms, PPE and organisational assets.
- Assist with internal charging, stock allocation and inventory reporting processes.
- Ensure stock movements are authorised, preventing unauthorised issues or transfers and reporting concerns promptly.
- Maintain organised, secure and clearly identified stock locations to support efficient operations and audit requirements.



Role details

→ Get in touch

Key Responsibilities

Compliance, Health and Safety and Security

- Follow organisational policies, procedures and relevant regulatory requirements.
- Comply with Health and Safety, COSHH, safeguarding and security requirements relevant to the role.
- Maintain safe working practices across both retail and stores environments, including the appropriate handling and storage of stock, equipment and cleaning products.
- Ensure controlled stock and organisational assets are stored securely and managed in accordance with established procedures.
- Maintain accurate records and documentation to support audit, accountability and compliance requirements.
- Wear the appropriate uniform and PPE as required.
- Maintain high standards of professional conduct, attendance, personal presentation and timekeeping.

Continuous Improvement and Teamwork

- Identify and suggest improvements to customer service, stock accuracy, inventory control and operational efficiency.
- Look for opportunities to reduce waste, improve stock management and strengthen existing controls.
- Promote good practice in stock handling, record keeping, customer service and security.
- Support the implementation of new systems, procedures and working practices.
- Work collaboratively with colleagues across the Commissariat, Central Stores and other departments, providing flexible support in response to operational needs.
- Undertake any other reasonable duties appropriate to the role, as required by the Stock Control & Sales Manager.



Person specification

→ Get in touch

Essential Qualifications, Skills and Experience

- Experience working in a retail, stores, warehouse, inventory or customer service environment.
- Experience handling stock, deliveries, goods receipt, replenishment or stock control processes.
- Experience delivering a high standard of customer service.
- Experience using point-of-sale systems, stock management systems or other computerised record-keeping systems.
- Good numeracy skills and strong attention to detail.
- Competent user of Microsoft Office applications.
- Ability to organise and prioritise work, maintaining accuracy while managing competing tasks.
- Ability to work flexibly across customer-facing and operational responsibilities.
- Ability to work independently and collaboratively as part of a team.

Desirable Qualifications, Skills and Experience

- Experience of stocktaking, inventory reconciliation or audit processes.
- Experience handling uniforms, PPE, consumables or other controlled stock items.
- Knowledge of stock rotation, inventory management and stock security principles.
- Experience working within an educational, hospitality, retail or campus-based environment.
- Awareness of COSHH requirements and safe storage and handling practices.



→ Get in touch

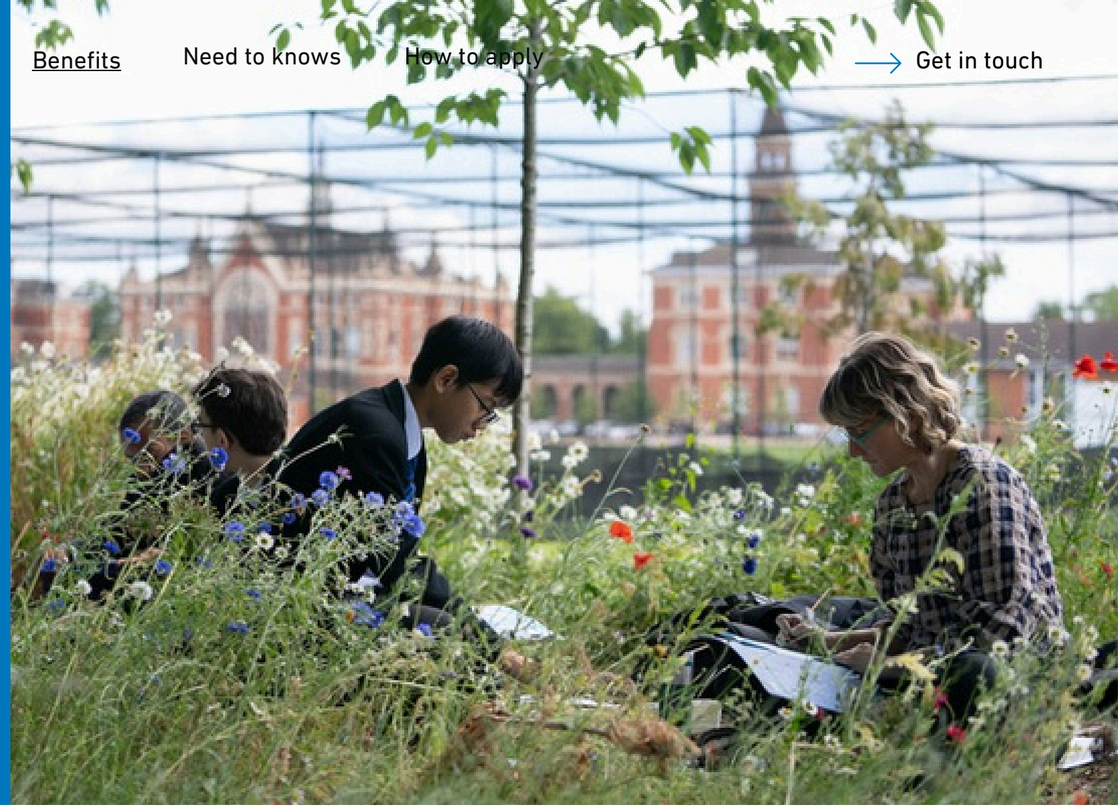
Personal Qualities

- A customer-focused, service-oriented approach and a commitment to providing a positive customer experience.
- Strong attention to detail and a commitment to accuracy and good record keeping.
- Honesty, integrity and accountability when handling stock, cash and organisational assets.
- Clear communication and effective interpersonal skills.
- Reliability, punctuality and flexibility in responding to operational requirements.
- A positive, proactive attitude and willingness to take responsibility for tasks.
- The ability to remain calm, organised and effective during busy periods.
- Good organisational and time management skills.
- A collaborative approach and willingness to support colleagues across different teams and departments.
- A commitment to safeguarding, Health and Safety, security and compliance requirements.
- A professional approach and pride in maintaining high standards of service and operational efficiency.

All staff must take care of their own health and safety and that of others, observe applicable safety rules, follow instructions for the safe use of equipment and co-operate with managers on health and safety matters (including the investigation of any incident).

All staff have a responsibility to safeguard and promote the welfare of children. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work with the safeguarding policies of the organisation.

College Community and benefits



Make your money go further

- Contribution pension scheme.
- 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 (terms and conditions apply).
- Eye tests & flu jabs – Free tests and seasonal vaccinations.

Protection when you need it

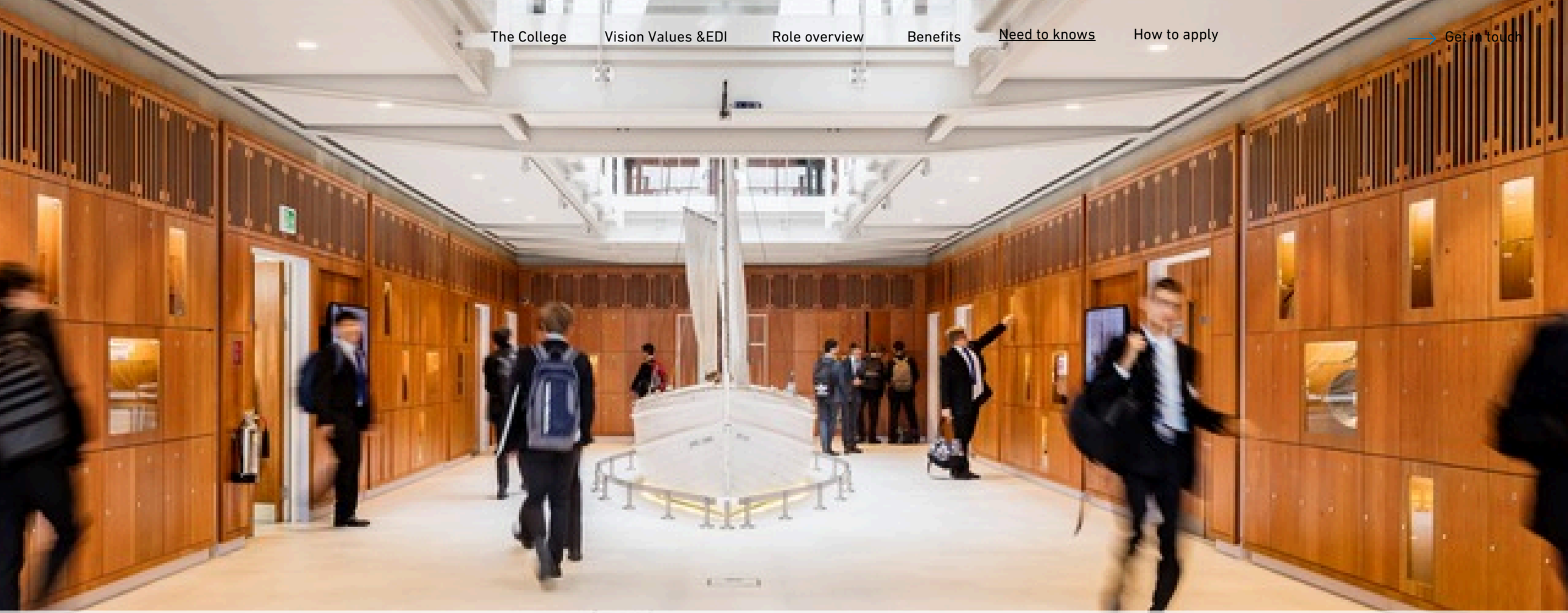
- Life insurance – Included with all pension schemes for permanent employees.
- Accident insurance – Cover for permanent disability or dental injury.

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**

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