

Senior Whitgift School Administrator Permanent, Full-Time, Full Year Contract

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1525 pupils and over one hundred boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys facilities of outstanding quality, amongst the best available nationally, in a beautiful parkland estate in South Croydon with excellent links to London, Surrey and the south coast.

OUTLINE OF POST:

This role reports to the Engagement Manager. It involves supporting with the management of a smooth, efficient and highly effective School Office and wider Administrative provision across the school, enabling a strong backbone of administrative support and providing excellent customer service to internal and external stakeholders. The role includes leadership of a specialist administrative pod, allocated line management responsibilities for Administrators and the undertaking of particular significant responsibilities.

MAIN DUTIES AND RESPONSIBILITIES:

Administrative Support Function

- Having allocated line management responsibilities for assigned Administrators
- Ensuring that excellent levels of customer service are provided to internal and external stakeholders
- Ensuring the delivery of effective parent communications and management of parent-facing systems
- Supporting with the deployment of Administrative support within pod, liaising with leads in relevant areas, responding to organisational needs, rotating and upskilling staff, and balancing provision
- Assisting Engagement Manager with staffing issues, including reallocating work due to illness, interviewing potential staff, disciplinary procedures etc.
- Ensuring that the Administrative team within assigned pod have the tools and skills to complete the tasks they are allocated
- Enabling a sharing of good practice between Administrative colleagues to exploit operational efficiencies and improve systems and processes
- Completing operational improvement projects within assigned pod
- Managing and supporting with student records, photographs and files
- Effectively managing School Office and Administrative budgets
- Liaising with Heads of Department over their administrative and stationary requirements, ordering and distributing effectively
- Identifying opportunities to streamline administrative processes, to improve efficiency and effectiveness across the organisation

- Instigating and overseeing operational improvement projects that are led by assigned administrative pod
- Producing an administrative pod handbook, covering the new operational set up and range of responsibilities, and a set of 'playbooks' for specific administrative roles
- Ensuring relevant legislative procedures are followed, including those relating to safeguarding and Health & Safety

Within our team of Senior Administrators our model is one which retains flexibility to assign each Senior Administrator to an area of particular responsibility which can change by mutual agreement over the medium term. The current vacancy is for a Senior Administrator assigned to responsibilities for Co-Curricular Trips & Outdoor Education (outlined below).

Assignment to responsibilities for Co-Curricular, Trips, & Outdoor Ed.

- Liaising closely with EVC to provide full administrative support for School Trips including, but not limited to
 - Supporting Trip Leaders with communications to parents, and liaising with them as needed
 - Providing guidance to staff regarding trip procedures and requirements
 - Collating participant information and supporting with the necessary documentation for flights and tour companies.
 - Creating necessary forms and assisting with travel insurance claims
 - Working with Trip Leaders on travel arrangements and logistics
 - Supporting Trip Leaders with the production and sharing of rooming and grouping lists and collation of pupil information
 - Provide ongoing support and guidance to staff and ensure all administrative requirements are met.
- Working closely with the Finance Department in the management of WisePay and related parent communications
- Updating and managing co-curricular clubs and societies, and outdoor education details, including management of SOCS
- Assisting with administration for Duke of Edinburgh Award, CCF and WAVPA

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the Health and Safety at Work Act, Manual Handling, Working at Height and Electricity at Work regulations. Ensure compliance with the Whitgift departmental policies and Standard Operating Procedures.

The Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the school's commitment to high-quality service provision.

This job description will usually be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION:

Essential

- Educated to 'A' Level or equivalent with GCSE English and Mathematics
- Able to lead a team with autonomy
- Excellent written and verbal communication skills, administrative and ICT skills and the ability to improve these in others
- Ability to identify professional development needs and deliver staff training effectively
- Hard-working, positive, reliable, motivated and enthusiastic: able to inspire others through these qualities
- Highly flexible, proactive and self-motivated: maintains a consistent 'can-do' positive attitude
- Ability to work efficiently and calmly under pressure, prioritising workloads effectively, managing multiple deadlines, and adapting when circumstances change, supporting the development of these skills in others
- Ability to hold others to account for their performance at work
- Having a desire for the delivery of very high standards and continuous improvement
- Attention to detail, whilst being able to maintain a holistic view of provision
- Ability to work under pressure and to hold others accountable for their performance at work
- Ability to exercise discretion and confidentiality
- An international outlook and acceptance of all cultures
- Demonstrable commitment to safeguarding, working safety and Diversity and Inclusion

Desirable

- Additional Administrative, Business or related qualifications
- Experience of leading staff within a leading independent school
- Experience of leading staff in client facing or customer service roles
- Coaching qualification
- Experience with Evolve & SOCS

- Experience with iSAMS or similar database experience
- Experience of Firefly
- Good knowledge and understanding of current Health & Safety regulations

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- A Pension Scheme (with Life Assurance cover)
- Free access to an Employee discount Club
- Discounted school fees for the Foundation Schools (permanent posts only and upon successful completion of the probationary period)
- Access to our onsite gym (available at select hours) and our swimming pool (when available, access is extended to staff)
- Membership with BUPA
- Onsite parking, when available
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as a full time, permanent, full year post.

Senior Administrators will work 5 days per week and the hours for this role are 8.30am-5.30pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year.

The salary range for this post will be between Point 27-30 on the Whitgift Foundation Support Staff Scale which is between **£40,392** gross pay per annum at Point 27 - **£44,494** gross pay per annum at Point 30, dependent on qualifications and experience). Salaries are reviewed annually on 1 September.

The holiday entitlement is 25 days per year. The holiday year runs from 1 September to 31 August. Holidays should be taken during the school holidays and agreed in advance with your line manager.

We welcome applications from all parts of our community as we aspire to attract staff that match the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

Applications will be reviewed on a daily basis, and we invite interested candidates to apply as soon as possible.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents as detailed within completed application forms.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service and online media checks (including personal, professional and other online activities). It is an offence to apply for a role at the school if you know that you are barred from regulated activity with children.

July 2025