ROYAL ALEXANDRA & ALBERT SCHOOL

School Services Manager

Administration Hub



About Our School



The Royal Alexandra and Albert School has a long history.

Originally the School was two orphanages: the Royal Alexandra School, founded in 1758, and the Royal Albert School, founded in 1864 as a national memorial to Prince Albert. An Act of Parliament amalgamated both institutions in 1949 to create the current School. For much of their history both orphanages enjoyed Royal Patronage which has continued to this day; the School's President is Her Royal Highness the Duchess of Gloucester.

The School is located in 260 acres of beautiful parkland in Gatton Park near Reigate, Surrey, within short distance of Gatwick and Heathrow airports, as well as London. It is in an ideal location for students and staff to live. Our large site allows us to have extensive sporting facilities, including floodlit all-weather sports pitches, fitness centre, indoor swimming pool and equestrian centre.

The Royal Alexandra and Albert School is a co-educational, non-selective state boarding school, for boys and girls aged 7-18, with compulsory Saturday morning enrichment lessons and longer holidays.



This is a boarding school with Flexi Boarding students attending from the local area and a lively community of around 300 Full Boarders, heavily involved in a wide range of after-school and weekend activities and trips. With around 1,000 students, the School has grown gradually, maintaining its focus on strong academic results and quality pastoral care.

Our Ofsted inspection of June 2025 states

"Students are making significant progress. All students are supported through a culture of high expectation, helping them to achieve the best they can".



The Royal Alexandra and Albert School continues its long history of providing students with rich and valuable life experiences and opportunities, in and out of the classroom, with remarkable wrap around care in a close-knit community.

What is a State Boarding School?



In a state boarding school, the education provided between 8.30am and 3.35pm is financed by government through the Local Authority - in our case, Surrey County Council. Everything else: the boarding provision, co-curricular offer and meals, is financed by the charges paid by parents.

We have two groups of students:

Full Boarders - whose parents currently pay around £22,000 per year (compared to around £45,000 for a major independent boarding school). There is no reduction in charges for weekly boarders. Around 200 boarders remain at School on Saturday nights.



Flexi Boarders - who are attached to boarding houses, are entitled to all meals, take part in all activities and sleep between 7 and 10 nights per year in School. Flexi Boarders can stay at the School from before breakfast until the bedtime of their year group. The yearly charge for Flexi Boarders is less than £9,000.

We have Saturday morning enrichment lessons, compulsory for all students up to Year 11. There are no compulsory exeat weekends.

Places for local Flexi Boarder students are very heavily oversubscribed.

A Message from Our Executive Headteacher

At The Royal Alexandra and Albert School, we pride ourselves on our commitment to providing a nurturing environment where every individual is valued, supported and encouraged to reach their full potential.

Our recent Ofsted report highlights the significant strides we've made in addressing areas for improvement, including reading, curriculum progression and personal development. Through the dedication and industriousness of our colleagues, we've seen marked improvement in our school's performance, a testament to our shared vision of enhancing the life chances of our young people.

A key strength of our school is the positive relationships between staff and students, fostering a culture where students feel safe, cared for and confident in reporting any concerns. We believe in not only academic achievement but also holistic development, as evidenced by our 'Outstanding' grading for personal development. From our diverse co-curricular offerings to our commitment to adaptive teaching and consistent behaviour policies, we are continuously striving to provide the best possible learning environment for all.



As we celebrate our achievements, we also recognise that there is still work to be done. Moving from 'Good' to 'Outstanding' is our next goal, and we are committed to the ongoing journey of improvement.

I invite you to join us on this journey of excellence, where together, we can empower the next generation to thrive and succeed.

Thank you for considering The Royal Alexandra and Albert School as a place to inspire and be inspired. We look forward to welcoming you to our vibrant community.

M.P.Thomas
BSc(Hons), PGCE (Cantab)
Executive Headteacher

Join Our Team

Candidate Information Pack



About Our School

RAAS is a thriving, inclusive community, committed to academic excellence and the personal development of every student. We foster a supportive environment where staff and students work together to achieve outstanding outcomes and a love of learning.

Our Vision and Values

We believe every child deserves the very best education. Our values of Ambition, Courage, Integrity and Respect guide everything we do. We are proud of our collaborative culture, high expectations, and the strong relationships that exist across our school community.

Why Join RAAS?

Joining RAAS means becoming part of a passionate, dedicated team, with access to excellent CPD opportunities, a supportive leadership team, competitive benefits and the chance to make a real difference in the lives of young people every single day.



recruitment@gatton-park.org.uk

What We Strive For

Purpose

We exist to give our children a distinctly different start in life, preparing them for the world with hope, optimism, compassion and empathy.

Vision

Our community enhances lives, ignites curiosity and inspires compassionate leaders.

Objectives

- An ambitious and effective curriculum
- Exceptional behaviour and attitudes
- Exemplary personal development
- Inspirational and transformative leadership
- Excellent boarding and co-curricular provision
- Life enhancing opportunities through our charitable aims

Goals

- Outstanding Section 5 inspection
- Outstanding Boarding and Social Care inspection
- Effective and sustainable use of resources

Values

Ambition

Courage

Integrity

Respect

Meet Our Students



We are incredibly proud of our students, and the School's renewed behaviour policy demonstrates our effictiveness in supporting good behaviour, as was stated in our recent Ofsted report.

Being part of RAAS means supporting motivated children who understand the value of their education and possess a genuine desire to learn.

We know that happy children are the most receptive learners, which is why pastoral care is one of our highest priorities.

We are fortunate to have a large community of informed and engaged parents and carers who actively support the work our colleagues do for their children.

We keep our families closely connected through regular communication, including newsletters, emails, social media, meetings and consultation evenings.

The Foundation of the Royal Alexandra and Albert School supports around 10% of our total students with life-changing bursaries. The core purpose of the Foundation is to accommodate and educate 'Foundationers', who are students who would benefit from a boarding education and whose parents or carers are unable to afford such boarding charges.

"Pupils are happy and well cared for at Royal Alexandra and Albert School. They benefit from positive relationships with staff across the school. Pupils feel safe, confident that if they report any concerns or worries they will be dealt with"

Ofsted Report 2024

Our Colleagues

At RAAS, we are incredibly proud of our dedicated staff, from our teaching and pastoral colleagues, to the vital support and operational teams. There is a high level of professionalism and mutual respect across all our staff, and the school leadership will always be ready to support you wherever necessary. As a member of staff at The Royal Alexandra and Albert School you will join a close community of over 200 colleagues, many of whom live on site, often with their families and pets.





You will work within a faculty or team structure, ensuring that you have key colleagues to liaise with and who offer ongoing support and guidance. Faculties and teams meet regularly and there are many informal opportunities to meet and discuss any questions or concerns. Staff Appraisal is run via departmental line management.

At RAAS, we recognise the importance of team work and welcome continuous dialogue from colleagues to ensure we continue to provide the best educational experience for our students.

A number of colleagues also work within one of our seven boarding houses. This provides extensive opportunities to get to know students, both Boarders and Flexi Boarders, outside of the classroom. Teachers are able to provide ongoing academic support as well as ensuring that all children feel safe, secure and happy in their boarding house.

About the Role



Transformation Through Continuous Improvement

Our recent Ofsted report (June 2025) states: “All students are supported through a culture of high expectation, helping them to achieve the best they can”, noting that “greater integration across full-time boarding and day-to-day education… has had a significant and positive effect on the culture, values and feelings across the school.” It also highlights that staff “thoughtfully consider the students’ individual needs” and that “difference is truly celebrated”. We are committed to building on these outstanding strengths by ensuring that all staff have a consistently secure pedagogical, content and pedagogical content knowledge. Join us in pioneering transformative changes in teaching and learning with the introduction of innovative changes to our practices, designed to foster a culture of inclusivity and achievement, where every student has the opportunity to thrive. Our Faculty Leadership team has worked to develop research-informed and effective approaches to support all students to achieve great outcomes. Pivotal to this approach is the vision and ambition of the Director of Faculty to inspire and lead on the ongoing development of teaching & learning and the curriculum offered by the faculty.



Continuous Growth and Development

Embark on a journey of continuous growth and development with our ambitious professional development programme. We provide access to a wealth of opportunities to expand your skill set and further your expertise in teaching & learning and leadership.

The successful candidate will be passionate about teaching and will be an excellent practitioner. Additionally, they be willing to undertake any additional training relevant to this post, fully aligned to the school improvement priorities. They will be highly motivated to become an integral part of our dynamic, professionally-led and successful team. Under the direct line management of either the Director, Deputy Director or Assistant Director of Faculty, they will be supported in the quest to make a meaningful difference in the lives of our students and wider community.





Opportunity to Empower and Inspire

If you are an experienced professional who puts students first and proactively focuses on the development, sharing and monitoring of best practice across the school so that our students have the best educational opportunities and a positive school experience, we fully welcome your application.

Job Description

Post Title:
School Services Manager

Reporting to:
Head of School

Salary:
£36,000 FTA (pro rata £30,031.20)

Working Pattern:
40hrs/week 38weeks/year

Contract Type:
Permanent

Start Date:
January 2027
The school reserves the right to appoint prior to the closing date.



The Role

Lead the school's administrative support functions and provide high-quality operational, organisational, and executive support to the Senior Leadership Team (SLT). Ensure administrative systems, communication, and day-to-day processes are efficient, compliant, and well-coordinated across both day and boarding provisions.

Key Responsibilities

- Leadership & Service Excellence
- Head of School & SLT Support
- Governance, Policy & Student Casework
- Cover & Resource Management

Leadership & Service Excellence

- Team Management: Line-manage the School Services Office, Reception and Transport teams; oversee daily task allocation, conduct regular appraisals, and drive professional development reviews.
- Workflow Triage: Manage the administrative hub's intake system, acting as the primary professional triage point for Directors of Faculty (DoFs) and senior staff to prioritise, delegate, and track workloads across the administrative team.
- Operational Troubleshooting: Identify and resolve administrative bottlenecks to ensure seamless operational integration between the Day school and Boarding houses.
- Communications Oversight: Oversee and quality assure internal and external school communications, establishing templates, standards, and sign-off workflows for the administrative team.
- Oversee the smooth running of daily morning school bus arrivals, acting as the primary operational point of contact for drivers, parents, and SLT.







Head of School & SLT Support

- Executive Administration: Oversee high-level diary coordination, correspondence management, briefings, and meeting preparation for the Head of School and Senior Leaders, delegating routine preparation to the School Services team where appropriate.
- Governance Support: Manage SLT meeting logistics, including agenda preparation, minute-taking, action log tracking, and timely paper circulation.
- Incident Management: Coordinate administrative operations and documentation during live operational incidents.



Governance, Policy & Student Casework

- Policy & Inspection Readiness: Oversee the school's entire policy review cycle, maintaining a compliant, digital library to ensure "perpetual readiness" for Ofsted and regulatory bodies.
- Exclusion & Suspension: Manage the end-to-end administrative process for student suspensions and Permanent Exclusions (PEX), compiling high-stakes "PEX Packs" within strict statutory timelines.



- Complaints Handling: Administer incoming formal complaints, tracking resolution timelines coordinating responses and maintaining accurate, confidential documentation.
- External Liaison: Serve as the primary professional point of contact for Local Authorities and appeal panels regarding sensitive student data.



Cover & Resource Management

- Cover Coordination: Maintain strategic oversight of daily staff absence and cover systems; act as Deputy Cover Manager during peak absences or staff leave by organising daily cover, liaising with supply agencies, and briefing visiting staff.



Other Requirements

- Perform additional duties and tasks required for the effective operation of the school as directed by the Head of School.
- Support the administration of, be aware of and comply with school policies and procedures, in particular, but not limited to, child protection, health, safety and security.



- Contribute actively to the overall ethos and aims of the school, upholding our core values of Ambition, Courage, Integrity, and Respect in all interactions with internal and external stakeholders.





Person Specification

Criteria	Essential	Desirable
Qualifications	Good standard of general education (e.g., GCSE English and Maths at Grade C/4 or above or equivalent).	Relevant qualification in Business Administration or Management
Experience	Proven experience working in a fast-paced educational, academic, or public-sector administrative environment. Experience line-managing, motivating, and delegating workloads across an administrative or reception team. Experience providing executive support to senior leaders, including formal minute-taking and diary management.	Experience working within an educational or academic office environment, bridging communications between day school and boarding provisions. Previous experience managing daily staff cover logistics and liaising with supply agencies.
Knowledge & Skills	Statutory Compliance: Ability to interpret and apply complex statutory guidance within strict legal deadlines (e.g., DfE Suspension and Permanent Exclusion guidance, GDPR, and KCSIE).	Working knowledge of Ofsted inspection frameworks and the National Minimum Standards for Boarding Schools.

	Advanced Data Handling: Proficiency in managing complex, sensitive records within Management Information Systems (e.g., iSAMS, Arbor, or SIMS). Communication: Exceptional written and verbal communication skills, capable of drafting formal correspondence and quality-assuring team outputs.	
Personal Qualities	Resilience & Discretion: Exceptional ability to maintain strict confidentiality and remain calm under pressure when handling high-stakes student casework and parental conflict. Time Management skills and flexibility. Confidence & Authority: Collaborative yet assertive, with the credibility to act as a central triage point for Directors of Faculty and Senior Leadership. Proactive Mindset: A natural problem-solver who anticipates administrative bottlenecks and improves operational systems.	

The Royal Alexandra and Albert School is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post if successful, including an Enhanced DBS check. Staff must be aware of and comply with policies and procedures relating to child protection, health and safety regulations, security and confidentiality, reporting all concerns as appropriate. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.

Extra Benefits

As a member of staff at the Royal Alexandra and Albert School, you will be part of a dedicated, diverse and vibrant community. We value all our staff, and aim to make the School an environment that is supportive and welcoming.



Our benefits include:

Wellbeing

- All staff are entitled to free lunch in the School's Dining Room when on duty. There is a varied menu, including vegan and vegetarian meals, which is constantly changing to meet the wants and needs of students and staff.
- The School's 25-metre indoor swimming pool and fitness centre are open to members of staff free of cost. For both facilities, time slots are scheduled for the use of members of staff only.
- Free eye tests.
- Consideration for flexible working.
- Access to an Employee Assistance Programme to support physical and mental health and wellbeing.
- There are a number of social events for staff which take place throughout the year, including theatre trips, book clubs, quizzes and staff sports such as yoga, football and rugby. Reduced price theatre tickets are also available as part of the staff extra-curricular activities programme.

Admissions

- The School's Admissions Policy gives a higher priority to the children of members of staff.
- All full time staff, teaching and non-teaching, are entitled to a discount on remission of charges (pro rata for part-time staff).

Pension Scheme

The School offers membership to appropriate pension schemes for non-teaching staff members and membership to the teachers' pension scheme.

Professional Development

- The school supports continuous professional development.
- Supportive appraisal policy.

Events

- Possibility to be involved with school excursions, including trips abroad.
- Members of staff and their families are entitled to free entry to some Gatton Park events.

Other

- Depending upon availability and the role, there may be the opportunity to live onsite.
- Free car parking onsite.
- Beautiful estate set in 260 acres of parkland.



ROYAL ALEXANDRA & ALBERT SCHOOL

Royal Alexandra & Albert School
Gatton Park, Reigate, Surrey, RH2 0TD
01737 649000
hr@gatton-park.org.uk
www.raa-school.co.uk

Patron: Her Royal Highness The Duchess of Gloucester
Founded: 1758
Registered charity No. 311945