



IPSWICH SCHOOL

ESTATES OFFICE MANAGER
Full-time, throughout the year, permanent

THE SCHOOL

Founded during the fourteenth century, Ipswich School is one of the foremost independent schools in East Anglia. We have over 1,100 pupils aged between 3 months and 19 years and are co-educational throughout.

The School moved to its present site overlooking Christchurch Park in 1852. The original buildings stand in front of fine modern classrooms, science laboratories and an award-winning sports centre. These, together with the School Library and performing arts centre, face School Field and there are further extensive playing fields within easy walking distance, together with Boarding Houses just five minutes' walk away in Constitution Hill and at Anglesea Heights.

Our pupils in the Preparatory School enjoy state of the art, purpose built accommodation on two adjacent sites in Ivory Street and Anglesea Road, very close to the Senior School, and we have a day nursery for our youngest children (The Lodge Day Nursery), located on Ivory Street.

All School sites and development projects are managed and overseen by our Director of Estates who is also responsible for the caretaking, maintenance, cleaning and grounds teams, who work to keep the School's buildings and grounds in excellent condition.

Find out more about us by visiting our website: www.ipswich.school



THE POST

You will join our Estates team and will have an important role to play providing the full range of administrative, organisational and management support to the Director of Estates, and the wider Estates team.

The team are responsible for the School's buildings and land over several sites (including the Senior School, Prep School, Boarding Houses, Anglesea Heights, Nursery, Sports Centre and Playing Fields).

DUTIES AND RESPONSIBILITIES

Your role will be varied and interesting and will include the following main duties and responsibilities:

Repairs and Servicing

- Oversee all Estates servicing contracts, including creating, maintaining and monitoring databases of premises statutory and annual requirements, placing orders, reviewing outcomes from servicing and being proactive to ensure remedial actions are undertaken.
- Assist with the development, implementation and ongoing management of an Estates reactive and planned work 'ticketing' database to ensure tasks are delivered in a timely manner.
- Build strong relationships with contractors in order to achieve robust maintenance and compliance information including Energy Savings, DBS, Health and Safety, risk assessments and insurance cover.

Finance

- Deliver a comprehensive procurement service for the Estates team.
- Provide regular and accurate financial information for all Estates related transactions to the Estates management team, in partnership with the School's Finance Team, to enable robust decision making and planning.

Projects

- Assist with the smooth delivery of School Estate improvement projects, including liaison with relevant parties, establishing requirements, communicating actions, identifying potential issues and problem solving.
- Assist with developing and monitoring project plans, schedules, and budgets and producing relevant reports.

Lettings

- Support the organisation of facilities, staffing and other requirements for internal and external hires and lettings and, when necessary, attend functions during evenings and at weekends.
- Manage the letting of staff accommodation, including ensuring statutory testing requirements are undertaken, preparing inventories and liaising with all relevant parties to facilitate the occupation process.

Management

- You will join the Estates' Senior Leadership Team attending, participating and recording actions and proactively tracking progress on objectives.
- You will identify, create and maintain comprehensive systems and processes and procedures to support, enhance and develop the Estates team functions.
- Provide relevant reports and information by extraction and manipulation of data to support the Estates service, including measuring project performance to identify areas for improvement.
- Assist with the monitoring and the development and implementation of processes and procedures to ensure a high standard of general maintenance and cleanliness is achieved throughout the Estate.

Office Management

- First point of contact for all customers, internal and external, and contractors.
- Assist with the management of access to buildings, including the provision of keys, for the whole estate.
- Take and field telephone calls on behalf of the Estates team to/from suppliers, contractors, external hirers, staff, other schools and organisations.
- Develop and maintain a positive, appropriate relationship with all key stakeholders including school staff, contractors, governors, hirers and the public on behalf of the School.
- Actively manage the recording of holiday arrangements, sickness and other absences for the Estates team.
- Monitor training requirements for the Estates team and arrange appropriate courses when required.
- Create and maintain appropriate electronic filing systems.
- General office management including updating, producing and distributing documents and lists (including, for example, hire tariffs and booking calendars) ensuring information is available on the School's website as required and arranging and attending meetings as required, producing accurate notes/minutes.
- Providing cover in the Reception areas of the School, working on a rota basis with other secretarial and administrative staff, to ensure there is sufficient cover for lunch breaks, sickness, absence.



This list is not exhaustive and duties may be changed or added to as determined from time to time.

ACCOUNTABLE TO

You will be responsible to the Director of Estates who is ultimately responsible to the Director of Finance and Operations. On a day to day basis the role will involve close liaison with members of the Estates Senior Management team, Estates team and other members of teaching and support staff across all sites. You will also deal with external suppliers, contractors and hirers.

PERSON SPECIFICATION

You must be able to demonstrate the following essential skills/experience for this post:

Essential Skills/Experience	Highly desirable
A highly competent administrator with a minimum of 2 years' experience in an office management role	Experience in a school estate or property management environment
Highly competent user of ICT, in particular Microsoft Office programs including Word, Excel, Outlook, and Google.	High level Excel/Google Sheets skills are particularly relevant in this role

Excellent database management skills, experience of financial management systems, and the willingness and ability to learn new ICT programs and systems as required.	Experience of assisting with the implementation of new IT systems and databases.
Very good literacy and numeracy skills to ensure accuracy and attention to detail	Project management skills/ experience, including report writing and financial/data analysis
High level skills and experience in customer service, effective communication and relationship building	Relevant customer service qualifications e.g. NVQ Level 3 or equivalent practical experience
Excellent attention to detail and the ability to prioritise work and have a proactive approach to ensure deadlines are met	
The ability to manage and protect data and ensure confidentiality	Knowledge of GDPR and Data Protection legislation
Experience in managing change successfully, and delivering positive, well-planned improvements to processes and systems	
The ability to support the School's Child Protection and Safeguarding Children Policies and Procedures	

In addition, you should:

- Have a positive mind-set, with a can-do approach
- Have drive and enthusiasm to explore best practice and seek continual improvements
- Be a great all round communicator, in writing, on the phone, by email and face to face.

WORKING HOURS, SALARY AND HOLIDAY ENTITLEMENT

- This is a full-time, permanent post, subject to a 6-month probationary period. You will work for 37.5 hours per week over five days (Mondays – Fridays) throughout the year.
- The working hours will usually be 8.00 am – 4.30 pm (with a one hour break for lunch each day), 7.5 hours per day, 37.5 hours per week. There may be some flexibility with start and finish times in this role. This can be discussed at interview with shortlisted candidates.
- Flexibility with working hours in this role will be essential, however, and some additional hours may be required on occasions to effectively manage school lettings and key Estates' projects. Reasonable time off in lieu can be agreed with the Director of Estates when additional hours are worked.
- The starting salary (for the normal hours as detailed above) will be between £31,400 and £33,400 per annum, depending on your skills and experience.
- Salaries are paid monthly in arrears by BACS on the last working day of each month and they are reviewed annually (usually in September).

- You will be entitled to 25 days' paid holiday per year, increasing to 30 days per year after completion of 5 years' service, plus public holidays. Holidays are to be taken at times to be agreed with the Director of Estates.
- Free lunch is provided in the School Dining Hall during term time when the kitchen is in operation.
- Staff are able to use the School's swimming pool and fitness gym free of charge (in compliance with appropriate rules and regulations).
- After 3 months' service and/or in line with workplace pension legislation, you will be auto enrolled into the School's defined contribution pension scheme, with 10% employer contributions and x3 life cover.
- After 3+ years' service with the School you will be entitled to generous fee remission.
- The School runs an appraisal scheme for its support staff, to assist in the review and development of their role, and you will participate in this scheme.



CLOSING DATE AND INTERVIEW ARRANGEMENTS

Please advise us of any special requirements you may have if you are called for interview. If your special requirements mean that you need submit this application in a different format please contact us.

Completed application forms should be returned **by noon on 11 October 2023** to:

Alison Knights, Director of HR, Ipswich School, 25 Henley Road, Ipswich, IP1 3SG or email hr@ipswich.school

Candidates shortlisted for interview will be advised as soon as possible after the closing date and **interviews are likely to be held in the week commencing 16 October 2023** when we will also ask candidates to undergo a competency assessment. If we have not been in touch with you by 31 October, then we regret that your application will have been unsuccessful, but we would like to thank you for your interest.

PLEASE NOTE

- Ipswich School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants must be willing to undergo child protection screening, including checks with past employers and the Disclosure and Barring Service. Having a criminal record will not necessarily be a bar to obtaining the position. The Ipswich School policy on the recruitment of ex offenders and the Code of Practice relating to the Disclosure and Barring Service are available on request.
- Ipswich School's employees are responsible for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with. The post holder must adhere to and ensure compliance with the School's Child Protection and Safeguarding Children Policy at all times. If, in the course of carrying out his/her duties, the post holder becomes aware of any actual or potential risks

to the safety or welfare of children in the School he/she must report any concerns to the School's Designated Safeguarding Lead (the Senior Deputy Head [Pastoral] for Senior School pupils, the Prep Deputy Head for Prep pupils and the Nursery Manager for The Lodge Day Nursery).

- Ipswich School's employees are expected to attend training in safeguarding children as directed.
- Applicants are advised that in the interests of the health and safety of all its pupils and employees, Ipswich School operates a No Smoking Policy and employees are expected to comply with the statutory restriction on smoking in public places.

September 2023