

Appointment of Soft Services Supervisor

Estates and Facilities department

Immediate start



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The Role

OVERALL PURPOSE OF THE JOB:

This role is a key appointment to ensure the smooth and professional delivery of soft services across the school site. This includes site presentation, cleanliness, portorage, event setups, and support services—all delivered to the highest standard and in line with current compliance and health & safety regulations.

You will take full ownership of soft services operations, including team coordination, site-wide setups, driving-related duties (as required), managing risk assessments, supporting health & safety compliance, and identifying opportunities for cost-effective service delivery across the school.

REPORTING TO:

Facilities Manager

RESPONSIBLE FOR:

Soft Services Assistants x 2

OTHER KEY RELATIONSHIPS:

Director of Estates & Facilities, Commercial & Lettings Manager, Site Manager (Chiswick), Sports Centre Supervisor, Estates Compliance Co-ordinator Cleaning contractors, Head, Principal of the Prep.

KEY RESPONSIBILITIES:

Oversee and coordinate daily soft services operations across the site, ensuring all areas are set up and maintained to a high standard, including site-wide setups for events, activities, and general use.

Line-manage and schedule the work of two Soft Services Assistants, creating and assigning daily job sheets and priorities.

Act as the primary point of contact for soft services-related issues and coordinate responses to planned and reactive tasks via the help desk and CAFM system.

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Carry out basic maintenance and repair tasks in support of soft services functions, escalating technical issues to the hard services team as needed.

Monitor soft FM KPIs and service-level agreements (SLAs) and implement improvements to meet or exceed targets.



KEY RESPONSIBILITIES CONTD;

Health & Safety and Compliance

Conduct monthly soft services health & safety checks and risk assessments in partnership with the facilities manager.

Ensure that all soft services staff follow safe working practices in accordance with the school's health & safety policies.

Participate in statutory and mandatory training as required.

Contribute to the creation and regular review of Departmental Risk Assessments

Team and Stakeholder Engagement

Liaise closely with the Facilities Manager and other departments to ensure all setups, cleaning, waste, portorage, and other soft services are delivered smoothly and to a high standard.

Report any delays or issues in task completion to the facilities manager, allowing for rescheduling or escalation where needed.

Support small internal projects that overlap with soft services delivery (e.g., room reconfigurations, storage moves).

Provide weekly updates to the Facilities Manager summarising completed work, outstanding issues, and planned tasks.

General

Be flexible in working hours and duties to meet the changing needs of the school and wider site operations.

Co-ordinate working time and leave with the Facilities Manager to ensure sufficient cover is always in place.

Monitor contractors working on soft services tasks and report issues or feedback to the Facilities Manager.

Be proactive in identifying improvements to soft services and contributing ideas for more efficient working practices.



The Person

PERSON SPECIFICATION

Essential:

- Proven experience in soft facilities services, including cleaning, portage, room setups, and general site support.
- Experience of line-managing or supervising staff.
- Excellent communication and interpersonal skills, with a professional and customer-focused approach.
- Experience in working to and achieving KPIs and SLAs in a service-led environment.
- Ability to maintain confidentiality regarding school operations and sensitive matters.
- Demonstrated experience engaging with a range of internal and external stakeholders, including contractors and school staff.
- Strong understanding of health & safety practices and a basic working knowledge of compliance standards relevant to soft FM (e.g., COSHH, manual handling).
- Demonstrable commitment to continuing professional development (CPD).

Desirable:

- Experience working in a school or similar educational setting.
- Knowledge of soft FM compliance processes and risk assessments (e.g., cleaning audits, workplace setups, contractor induction).
- Familiarity with CAFM systems and reporting tools.
- IOSH (Managing Safely) or other health & safety qualifications.
- First Aid at Work certification



Additional Information

SALARY

Circa £35,000 - £40,000 per annum depending on experience.

HOURS

40 hours per week, Monday to Friday.
Flexibility is required to meet the operational needs of the school, including early starts, late finishes, or occasional weekend/evening work to support school events, site setups, and other soft services-related duties.

MULTI SITE WORKING

Latymer operates across multiple sites, and while this role is primarily based at a designated location, the postholder may occasionally be required to work across other sites to support operational needs or provide cover as directed by the Facilities Manager.

ANNUAL LEAVE

Annual leave of 33 days per year including bank holidays, rising to 38 days per year including bank holidays after five years of service. *(please note that annual leave must be taken during the school holiday periods)*

DRESS CODE

The School regularly receives visits from parents, potential parents and others, and naturally wishes to convey an impression of efficiency and organisation. Therefore, whilst not wishing to impose unreasonable obligations on staff, you are required to look smart in appearance.

Uniforms or branded clothing (where provided) must be worn during working hours as appropriate to the role.



Application

TO APPLY, PLEASE VISIT OUR DEDICATED RECRUITMENT WEBSITE

Latymer.ciphr-irecruit.com

Further information on Latymer Upper School is available via the school website.

The **closing date** for applications: **9.00 am Wednesday 18 February 2026**

INTERVIEWS WEDNESDAY 25 FEBRUARY 2026

DIVERSITY

The School is fully committed to the principles of equal opportunity, diversity and inclusion. We have an established and representative staff Equality and Diversity Board to help drive forward positive change. A further Equality and Diversity Committee has recently been formed from our student population.

We are committed to attracting and retaining the very best staff, ensuring that our staff body reflects the diversity of our students and local community. Acknowledging a lack of ethnic diversity within our staff community, we particularly encourage applications from Black, Asian and Minority Ethnic candidates for this role. All appointments will be made on merit, following a fair and transparent process. In line with the Equality Act 2010, however, the School may employ positive action where diverse candidates can demonstrate their ability to perform the role equally well.

SAFEGUARDING

The School is committed to safeguarding and promoting the welfare of children and young people. The post is subject to an enhanced DBS check, online check and two satisfactory references.



Background Information

Latymer Upper School was created by a generous act of charity. Writing his will in 1624, a wealthy lawyer named Edward Latymer left part of his wealth for the clothing and education of "eight poore boyes" from Hammersmith. Since its inception, the School has changed markedly although its founding aims and values have remained the same.

Established on its current site in Hammersmith in 1895, the Latymer Upper School of today consists of a vibrant, fully co-educational pupil body of approximately 1,220 girls and boys from all over West London and beyond, and a further 169 pupils at Latymer Prep. The School admits an equal spread of entrants from the state and independent sector and has one of the most ambitious bursary programmes in the country, delivered through The Latymer Foundation, which underpins the whole ethos of the School.

The School is proud of its unpretentious, cosmopolitan and caring community and visitors regularly comment on the Latymer 'buzz' and energy that permeates the whole school; it's innovative and forward-thinking and pupils are academically questioning and curious.

Latymer Upper is unashamedly one of the most academically successful schools in the country and pupils excel across a wide range of subjects. Generally, pupils achieve over 30% A* and over 80% A*/A at A level and at GCSE over 90% A*/A grades.

Latymer Upper takes great pride in preparing its pupils to go on to study at a broad range of universities. Generally, between 15 and 20% of pupils win places at Oxbridge; increasing numbers win places at prestigious North American and European universities and the vast majority of UK university entrants go to Russell Group universities and several to leading specialist Drama, Music and Art Foundation Colleges.

You cannot pigeonhole a Latymerian: they are individual, highly academic but also rounded and grounded.

THE LATYMER FOUNDATION

The Latymer Foundation exists to provide an academic education of the highest quality to pupils of ability, regardless of background. The foundation is a separate charitable trust and, through the work of the foundation, the school has had considerable success in recent years in raising funds for additional means tested bursaries.

In September 2017, the Latymer Foundation publicly launched an ambitious new fundraising campaign – *Inspiring Minds* – ahead of the 400th anniversary of the School in 2024. The target was to raise at least £40m in order to build the school's endowment and to enable Latymer upper to offer 1 in 4 pupils a fee-assisted place. The campaign closed in 2024 having raised close to £50m.

Latymer's ultimate ambition is to ensure that any child is able to access a Latymer education regardless of their financial circumstances. It is an ambition that is supported by the talents, enthusiasm and generosity of all of the stakeholders in the School: pupils, parents, staff, alumni and former parents. Since last September, thanks to the campaign and the ongoing generosity of the Latymer community, 1 in 4 of our students are in receipt of bursary support worth an average of 83% of fees.



Please click to find out more about our Bursary programme

BURSARY PROGRAMME

www.latymerfoundation.org/bursaries/bursaries

PARTNERSHIPS

www.latymerfoundation.org/partnership-programmes

School Aims and Ethos

Edward Latymer's vision was to offer his wards a life-changing education that would equip them to flourish in the wider world. This vision remains firmly at the heart of the School today.

Latymer Upper is first and foremost a 'learning school', vibrant, global in perspective, innovative in its teaching and learning and combining the best of the traditional and the modern. A high value is placed on scholarship in both pupils and staff and the School prides itself on the excellence of its teaching and pastoral care, its academic achievements and its exciting and innovative curriculum.

THE AIMS OF LATYMER SCHOOL

- 1 To provide an opportunity for academically able students from all walks of life to develop their talents to the full
- 2 To provide a choice of academic courses taught to the highest level in a broad, imaginative and developing curriculum, supported by a wide range of extracurricular activities, thereby giving all children the opportunity to excel in both their academic studies and their extra-curricular activities
- 3 To encourage independence of thought and approach in the pursuit of excellence in all activities
- 4 To educate our children into a recognition of their wider social responsibilities, particularly through educational activities including community links and partnership schools, to prepare them to become active citizens within their community
- 5 To maintain a focused environment within which an awareness of the needs of others and respect for all members of the community – children, teachers, support staff and parents – is paramount
- 6 To recognise and celebrate the richness and diversity of the range of cultural, religious and social backgrounds within our school community
- 7 To encourage in all Latymerians a pride in their school and the wish to exemplify to the world our values of tolerance, respect and intellectual curiosity
- 8 To inspire a love of learning and of life. Through support, guidance and encouragement we seek to nurture self-confidence and resilience in our pupils to enable them to achieve to the highest academic standards, to find self-fulfilment and to be happy



Team Biographies



Amanda – Executive Director Latymer Foundation

I lead the Foundation Office team which comprises fundraising and alumni relations activities, partnership programmes and community impact work. I had never worked in a school before, nor indeed in the charity sector, but I think it was typical of Latymer that the then Head and Governors recognised my potential, despite my lack of previous experience in a similar role. I had worked for a decade on the trading floor of a large investment bank before establishing a bespoke cashmere business and then working as a retail buyer, so certainly not a typical route into educational fundraising. Latymer is a wonderful place to work. There is a real "can do" attitude which results in a busy and stimulating work environment. Its vibrant community of staff, students, parents and alumni embraces its aim to provide a life changing education to young people from the widest possible range of backgrounds and to be a force for good in the local community.



Chris – Head of Careers

I've worked at Latymer for three years. My mother-in-law saw the advert online and suggested I consider it. As my father-in-law attended Latymer Prep and his father attended Latymer Upper, it was as if fate was encouraging me to apply. I am Head of Careers and the department has two overriding objectives: to introduce students to experiential learning through career-related events and to deliver quality advice and guidance on their decisions; whether academic or vocational. The working environment, professionalism and friendliness of the staff are something I have not experienced anywhere else. It's a challenging, supportive and invigorating place to work. Individual expertise is recognised and appreciated.



Saanya - Head of International University Advising

I work with Latymerians across the Lower and Upper Sixth Form on their applications to international universities and empower them to make informed decisions about their futures. I also help to manage and build partnerships with universities around the world, which is something that I especially enjoy, as I have lived in five different countries myself. I had never worked in a school environment before Latymer, as I was previously an independent university advisor, but I love the energy that I experience here everyday. The students are self-driven, curious and I am constantly learning from them.

Location

ADDRESS

237 King Street Hammersmith

London
W6 9LR

England

W www.latymer-upper.org

T 0208 629 2024

NEAREST UNDERGROUND STATION

Hammersmith (District, Piccadilly and Hammersmith and City Lines) Ravenscourt Park (District Line)

BUS ROUTES

To Hammersmith Broadway:

9,10,27,33,72,190,209,2
11,220,266,283,295,391,419

DRIVING

There is no parking on site and we therefore recommend using public transport when travelling to the School

ON ARRIVAL

Please report to security at the main entrance on King Street



**LATYMER UPPER
& PREP SCHOOL**
HAMMERSMITH