



# Duty Manager



ST HELEN &  
ST KATHARINE

# Welcome from the Headmistress

Hello and thank you for showing an interest in working at St Helen and St Katharine. I am enormously proud of this great girls' school, and I know that this sentiment is shared by colleagues across the staff body.

The students are at the heart of this energy and positive ethos. They are wonderful to work with; enthusiastic, clever, funny, kind, silly, earnest and possessed of an unselfconscious enjoyment of learning and the pleasure of finding out more. They are excited by subjects and delight in their teachers demonstrating their ongoing love of a specialist discipline. They, and their parents, also look to us to work in support of personal development and we continue to evolve our pastoral systems to meet the challenges that the students will encounter in school, in Higher Education and in the world of work and adult life.

Our extra- and supra- curricular programmes are busy and exciting. There is an expectation that students will be busy and that opportunities will be created to harness their enthusiasm. Opportunities to learn beyond the classroom are vital and staff involvement in trips and expeditions is expected.

We have a fantastic support team in these endeavours, and all staff members are valued in whatever role they play in keeping things on track, happy and purposeful. Each staff team reflects the pride we feel collectively in our school.

Our work takes place on a beautifully developed and maintained campus and we are fortunate in the working environment we occupy. The stunning Benedict Building, which houses our sixth form, has further enhanced the site and provides space for even more opportunities for both students and staff, as we develop these for ourselves and in partnership with local schools.

We are fortunate to be over-subscribed and, therefore, selective at each student entry point, but we are not a place that likes to rest on laurels and our departments continually reflect on how they can develop things further. The staff community is very supportive.

We enjoy a very positive relationship with our parent body and don't take for granted their advocacy for St Helen's as a school of choice for a daughter. We have a broad catchment area for a day school with a transport network that spans six counties.

Our Board of Governors is very supportive and interested in the work that we do. They ask challenging questions and delight in our many successes. They have overseen a significant development of the estate and provision in recent years and want to ensure that momentum continues. To that end, we welcome ambitious and energetic applicants who share in the excitement of our mission and who want to develop their careers, working with outstanding students and colleagues.

I do hope that you will apply. St Helen's is a school which both builds on the finest elements of great girls' education and challenges itself to deliver an education that allows our students to encounter their 'now' with confidence and pleasure.

It is a great place to work.



Mrs Rebecca Dougall  
Headmistress





## The School

As one of the leading independent schools in the country, St Helen and St Katharine is an exciting place to work and appointing the very best staff is integral to our success.

St Helen's School was founded in 1903 and was then joined in 1938 by St Katharine's in Wantage. The School is located on a single campus-style site of beautiful Edwardian and modern buildings set in 22 acres of grounds, on the outskirts of Abingdon, some six miles from Oxford. An extensive school bus network facilitates a large student catchment area that includes Oxfordshire, Berkshire, Buckinghamshire and Gloucestershire.

St Helen's is a school where success is celebrated but not revered. Our students achieve excellent academic results, and our goal is to ensure that every girl achieves success as she defines it, so that she can believe in herself, her talents and abilities, and so that she will feel prepared and equipped for life beyond school.

The School is a thriving community of girls and young women aged 9 to 18 years including a small Junior Department comprising one Year 5 and one Year 6 class. St Helen's offers students an outstanding academic education and a rich and varied life beyond the classroom including excellence in sport, the creative and performing arts and a superb range of extracurricular clubs and societies.

We enjoy collaboration with a range of local partner schools, including Radley College, Abingdon, Larkmead, John Mason and Fitzharrys, providing opportunities to enrich the developmental journeys of our students and build positive connections across genders and experiences.

In 2023, we opened the doors to our new sixth form centre, the Benedict Building. The Benedict Building is a physical articulation of the School's vision for Sixth Form – to create an environment for our students that will spark their intellectual spirit and imagination – and provides students with the space and opportunity to grow their academic and extracurricular interests in readiness for the future.

# The staff

St Helen and St Katharine is a very special place to work.

Our students are at the heart of everything we do, we celebrate our powerful sense of community, and we take pride in our very high standards and the strength of our performance. We enjoy a working environment and a culture within the School which focuses on development, inclusion and the pleasure of working all together.

We are always looking at ways to develop our people – students and staff. We look to be progressive, imaginative and respectful; we combine the best of long tradition with a commitment to readying our people for the challenges of the 21st Century. We also firmly believe that a diverse workforce is a better workforce which will help us develop ideas, solve problems and ultimately grow St Helen and St Katharine. Our campus is beautiful and an inspiring place to work. The young people we work with are remarkable and the staff community is welcoming, committed and compassionate.

Every day is different at St Helen and St Katharine. It's fast-paced but never loses sight of the value of individualised conversations and the need for support. We take our commitment to the well-being of staff very seriously and we offer the resources and training to allow people to flourish professionally.

The contribution of every member of the staff team is valued at St Helen and St Katharine, and teaching and support staff work closely together, appreciative of the positive difference everyone can make in their varied roles.





## The role

The Duty Manager provides a mixture of administrative, front of house, event co-ordination, security, maintenance and general portering services whilst the main school reception is closed. The Duty Manager provides a single point of contact for all visitors.

This is a casual contract with no fixed working hours. Work will be offered on an 'as required' basis, with hours and days varying according to the needs of the School. The postholder will have a flexible approach to working hours, which may include early mornings, late shifts, and weekend work to provide cover and support as needed.

This is a hands-on role which requires liaising directly with customers (external hirers – public, clubs and organisations) and therefore a friendly demeanour and effective communication is essential.

## Key responsibilities

The duties and responsibilities highlighted in this job description are indicative and may vary from time to time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Duties will include, but not be limited to:

- Hand-over from commercial / estates staff (via hand over documents or in person depending on requirements) noting any requirements for the shift ahead.
- Timely opening of facilities booked and as per the handover documents.
- Where necessary prepare the venue and associated equipment, including managing the set up and take down of equipment, to meet booking requirements promptly and efficiently ensuring safe and professional day-to-day operations.
- Greet organisers and suppliers on arrival to confirm all details and confirm safety instructions with them.
- Deal with any operational issues acting as the main point of contact for customer and visitor queries in a professional and timely manner.
- Manage the front door whilst visitors are arriving for events and performances.
- Attend to other reasonable tasks set by the Estates Team or Lettings and Events Coordinator.
- Deal with minor maintenance issues and help with emergencies. Liaise as necessary with the on-site Caretaker.
- To carry out regular checks of the facility to ensure it is clean and tidy and take any appropriate action as required.
- Report any maintenance issues to the Estates Manager via email so they can be investigated and resolved as required.

- Report any external hire issues to the Lettings and Events Coordinator via email so they can be investigated and resolved as required.
- Manage and report any complaints and feedback in a timely and professional manner.
- Take receipt of any deliveries.
- Assist with car park marshalling as and when required.
- Ensure the School's Fire Safety instructions are available for visitors.
- Act as fire marshal while on duty and manage fire alarm system.
- Ensure the facilities are clear at the end of the last hire and that all visitors have left the site, complete final security patrol.
- Lock up of buildings ensuring all windows/rooftlights are closed and lights are off.
- Set intruder alarm system to all buildings prior to leaving site, liaise with school listed contractors as necessary to deal with any immediate problems.

## The person

### Skills/abilities

- Good interpersonal and communication skills.
- Adaptable and flexible with the ability to think logically and clearly.
- Practical hands-on approach.
- Basic computer literacy; competent user of email.

### Personal Attributes

- Reliable, with a flexible and helpful hands-on approach.
- Ability to work alone or as part of a dispersed Estates team.
- Willingness to undertake relevant training as and when appropriate, including mandatory Child Protection training.
- A commitment to safeguarding in line with the School's Safeguarding policies .



# Salary and benefits

- This is a casual contract, with work offered on an 'as required' basis, with hours and days varying according to the needs of the School.
- The hourly rate of pay is £13.30, the addition of rolled up holiday pay at 12.07% gives total hourly pay of £14.90.
- There is free car parking on site.

St Helen and St Katharine is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, the Disclosure and Barring Service and overseas Police checks, if applicable. Employment is subject to these checks

## The process

These job details should be read in conjunction with our Safeguarding policies, available within the Working at St Helen's section of our website.

Please then complete an application form (available within the Working at St Helen's section of our website). The completed and signed application form, along with a brief supporting letter addressed to **Mrs Rebecca Goodwin, Deputy Director of Operations** should be submitted via email ([recruitment@shsk.org.uk](mailto:recruitment@shsk.org.uk)) in the first instance and then sent to:

Human Resources Department  
St Helen and St Katharine  
Faringdon Road  
Abingdon  
Oxfordshire  
OX14 1BE

Please note that any application form submitted electronically must be completed in the existing application form format, within Adobe.

The closing date for this post is **Tuesday 22 April 2025 at 09.00am**.  
Interviews will take place **week commencing 28 April 2025**.

Please note that due to the volume of applications we receive, we are unable to provide individual feedback except to those candidates who attend an interview.

We look forward to receiving your completed application.



[www.shsk.org.uk](http://www.shsk.org.uk)

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Independent day school for girls aged 9–18  
Faringdon Road, Abingdon, Oxfordshire OX14 1BE