



QUEEN'S GATE
SCHOOL

APPLICANT INFORMATION

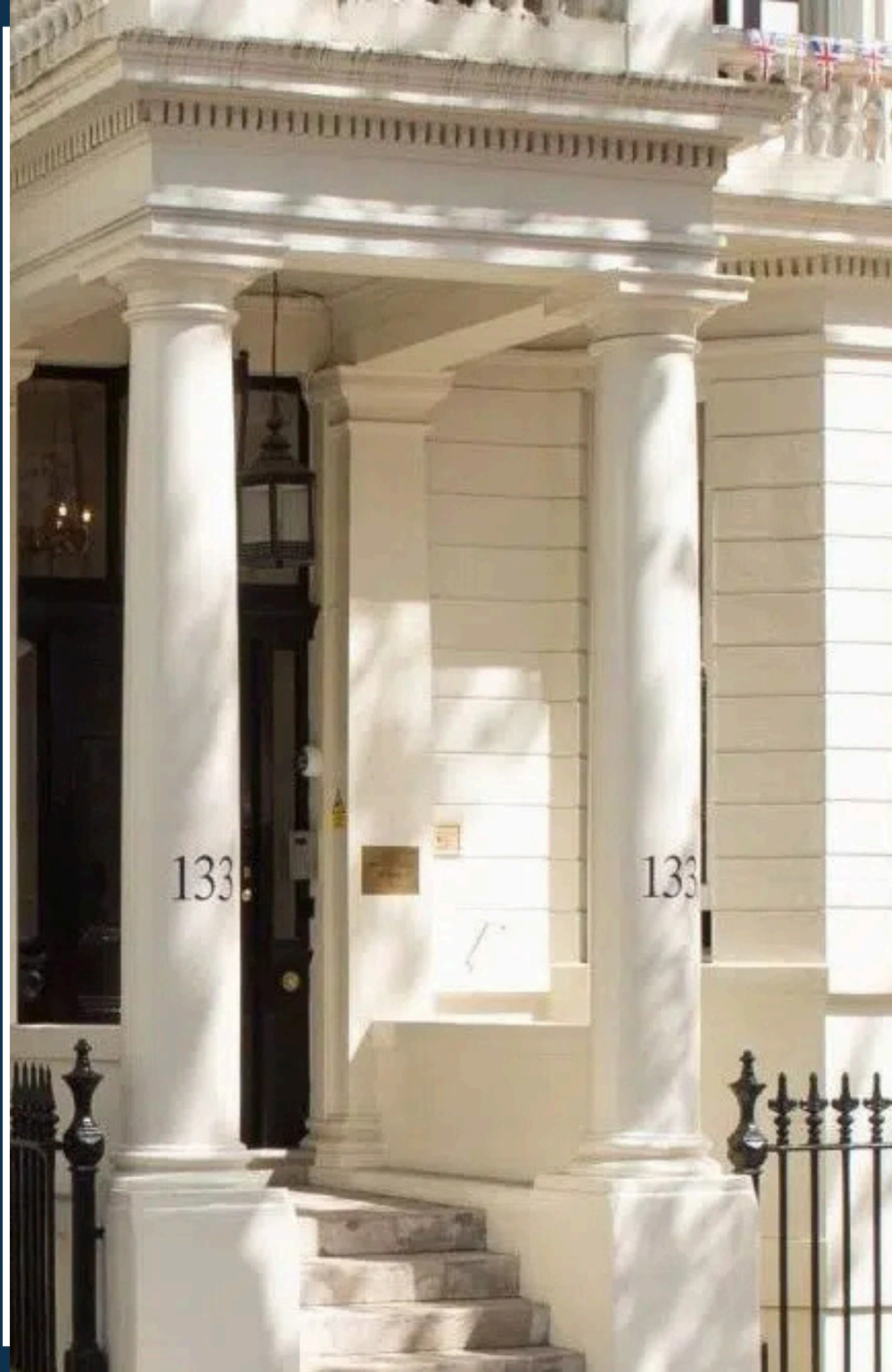
HR & Office Support Assistant

Full Time
On Site

125-126, 131-133 QUEEN'S GATE
SOUTH KENSINGTON
LONDON
SW7 5LE

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QUEEN'S GATE SCHOOL TRUST LTD
REGISTERED CHARITY NO. 312724



WELCOME FROM THE PRINCIPAL



Welcome to Queen's Gate School, and thank you for taking the time to review our application pack.

Queen's Gate is a happy, bustling GSA school for girls aged 4-18. Located in South Kensington, London, we are ideally placed to take advantage of the many educational opportunities on offer nearby. We are a close-knit community of around 500 pupils, and are proud of our light-hearted atmosphere, where we promote individuality, authenticity and creativity. Our intake is broad, and we pride ourselves on valuing each girl for her own gifts and talents. Our pupils leave us to a range of higher education institutions across the UK and abroad, and the breadth of their chosen degree courses speaks to our success in fostering our pupils' interests across the academic spectrum and beyond.

We encourage all our girls to be bold in their dreams and to seek to exceed their potential. We are firm in our belief that to do so, our girls must feel happy and secure, and so as a School we aim to

provide a warm, supportive environment in which our girls can grow, explore and aspire.

Likewise, we are committed to offering a workplace where our staff can develop their skills and advance in their careers. We have a generous CPD budget, and encourage networking with colleagues at other GSA schools. A number of our staff serve as governors for other schools, which we are also pleased to facilitate.

We hope the information supplied in this pack will leave you keen to come and be part of all that makes us such a special place. We are a school where our hard work is underpinned by good cheer and genuine camaraderie, and we would be delighted to receive your application to join us.

With warmest wishes,

Lydia Kyle
Principal



ABOUT US

Queen's Gate is located on Queen's Gate itself, inhabiting five of the iconic Victorian terraces: three are mostly used by the Senior School, while the remaining two are given over to the Junior School; however, there are many shared spaces and a constant flow of pupils and staff between the two buildings. Although we do not have much outside space of our own, we are spoilt by what the local area offers. Girls make regular visits to the nearby museums and Hyde Park, while sport takes place at a range of nearby leisure facilities, including the River Thames for rowing.

We are relatively diverse in the nationalities represented in our pupil and staff body, and are proud of the way this enriches the experience of all those within our community. Our standard entry points are 4+, 7+, 11+ and 16+. We follow a broadly English curriculum, culminating in GCSE and A Level examinations. Our pupils leave us for universities across the UK, including Oxbridge and other Russell Group institutions, as well as looking further afield; we have alumnae studying in Canada and the US, including at a number of Ivy League colleges.

Queen's Gate was founded in 1891, and today we educate around 500 girls: 130 in the Junior School, and 370 in the Senior School, including around 70 in the Sixth Form.



ABOUT US

(continued)

Queen's Gate's stated aims are to create a secure, happy, yet stimulating environment in which each girl can realise her academic and personal potential.

Our intake is relatively broad, and we are exceptionally proud of the results our girls achieve; in 2022, we were fourth in the country for value-added scores. We have pupils performing at the highest levels in Music, Drama and Sport. Currently, we have girls competing internationally in Fencing, Volleyball and Athletics, another playing in the National Youth Orchestra, and one in the National Youth Theatre. We have an extensive programme of enrichment activities, as well as a plethora of trips to destinations in the UK and abroad.

Our ethos is one of celebrating each girl as an individual, and allowing her to explore her own interests and gifts. We facilitate this through our

extensive academic curriculum (we offer 28 subjects at A Level) and a higher-than-normal amount of choice at GCSE. Scholarships are awarded for academic merit but also to those demonstrating exceptional talent in, and dedication to, Sport, Music, Drama and Art. The School is committed to widening access, and offers a number of means-tested bursaries.

We place great emphasis on the importance of pupils' happiness and wellbeing, which we support through outstanding pastoral care, our extensive co-curricular programme and an open determination to inject fun wherever possible.

Our girls have no uniform, and our dress code allows them enormous scope to explore their own sense of style and to come to school feeling comfortable and confident in what they are wearing. Girls have many opportunities to provide feedback or present their own ideas, particularly in terms of charity events, which are a regular feature.

The Senior Management Team currently comprises the following staff members:

- Principal
- Vice Principal
- Bursar
- Director of Studies x2
- Director of Pastoral Care
- Director of Sixth Form

The Junior School has an additional leadership team, which currently comprises the following staff members:

- Director of Junior School
- Asst Director of Junior School (Operations)
- Asst Director of Junior School (Pastoral Care)
- Asst Director of Junior School (Teaching and Learning)

Our Board of Governors maintain regular contact and incorporates professionals from a range of fields. We are also fortunate to benefit from a strong and supportive PTA.



THE ROLE



Reporting to	HR Lead, with day-to-day liaison with the Principal and Vice Principal
Hours	Full-time; working pattern to support the needs of the School
Location	Queen's Gate School, South Kensington; on site
Contract	Full time
Salary	£33,500 - £36,500

Role purpose

The HR and Office Support Assistant will provide accurate, efficient and confidential administrative support across the employee lifecycle. The postholder will maintain high-quality records, coordinate routine HR processes and act as a helpful first point of contact for staff, referring complex or sensitive matters promptly to the HR Lead or an appropriate senior leader.

A central part of the role is the daily coordination of staff absence and cover. The postholder will also contribute flexibly to wider school administration when required, helping the School's offices to operate smoothly during busy periods and staff absences.

Key Responsibilities:

- Maintain accurate, secure and up-to-date personnel files, HR systems, trackers and document-retention records in accordance with data-protection requirements.
- Prepare routine employment documentation, including offer packs, contracts and contract variations using approved templates, probation correspondence, reference requests, family-leave correspondence and leaver documentation, escalating non-standard matters to the HR Lead.
- Coordinate recruitment administration: place advertisements, manage applications, arrange interviews, prepare packs, communicate with candidates and support accurate recruitment records.
- Administer pre-employment and safer-recruitment checks, including identity, right to work, qualifications, references, DBS and prohibition checks, and support the accurate maintenance of the Single Central Record as directed.
- Coordinate induction and onboarding, ensuring new colleagues receive required information, complete documentation and are connected with relevant departments.
- Support routine probation, appraisal, training and professional-development administration, tracking deadlines and following up outstanding actions.
- Record staff absence accurately and promptly; monitor receipt of self-certification and fit notes; maintain absence data and produce routine reports.
- Operate the daily absence-reporting process, communicating relevant information quickly and discreetly to senior leaders, pastoral teams and other colleagues who need to know.
- Organise daily teaching and operational cover, working with the Vice Principal, cover supervisors, agencies and relevant managers to secure suitable cover and communicate arrangements clearly.
- Maintain cover rotas and records, check agency documentation and timesheets, and support the monitoring of cover usage and cost.
- Arrange occupational-health referrals, return-to-work documentation and routine absence meetings as directed, while referring patterns, concerns and sensitive information to the HR Lead.
- Support formal HR processes through accurate scheduling, minute-taking, document preparation, chronology compilation and secure record keeping; do not provide legal advice or determine outcomes.
- Prepare payroll change information and routine employee data for checking and authorisation, and liaise with payroll or pension providers as directed.

Key Responsibilities

- Respond helpfully and promptly to routine staff queries, applying approved policies and guidance and recognising when a matter must be escalated.
- Provide meeting, diary, filing, correspondence, data-entry, mail-merge, photocopying and document-production support for the School offices as required.
- Assist with reception, telephone and visitor-facing duties during busy periods or to cover colleague absence, always following safeguarding and visitor-management procedures.
- Support school events, trips, staff training, parent communications, room bookings, refreshments and other administrative projects where appropriate.
- Help maintain office supplies, shared administrative systems and clear procedures, identifying practical improvements to efficiency and service.
- Undertake other reasonable administrative duties consistent with the level of the role and the operational needs of the School.

Boundaries and Escalation

- Maintain strict confidentiality and share personal information only with authorised colleagues on a need-to-know basis.
- Escalate grievances, allegations, safeguarding concerns, threatened litigation, formal complaints, potential dismissals, redundancy, contractual disputes and other complex employee-relations matters immediately to the HR Lead or designated senior leader.
- Use only approved templates and processes; seek advice before issuing non-routine contractual or formal correspondence.
- Remain neutral, accurate and professional when taking notes or supporting formal meetings.

Working relationships

- HR Lead, Principal, Vice Principal, Bursar and other senior leaders.
- Teaching and operations staff, cover staff, recruitment candidates and external agencies.
- Safeguarding and compliance colleagues, payroll and pension providers, occupational health and school-office teams.

THE PERSON

Qualifications and Experience	Essential	Desirable	Method of Assessment
A good standard of general education, including confident written English and numeracy.	●		
Relevant experience in HR, recruitment, office administration or another role requiring accurate confidential records and deadline management.	●		
Experience using Microsoft 365, particularly Outlook, Word and Excel, and confidence learning HR and school information systems.	●		
Experience coordinating competing daily tasks and responding calmly to changing operational needs.	●		

Knowledge and Skills	Essential	Desirable	Method of Assessment
Understanding of confidentiality, data protection and the importance of accurate record keeping.	●		
Awareness of safer recruitment and safeguarding responsibilities, or the ability to learn these requirements quickly.	●		
Excellent organisation, attention to detail and follow-through	●		
Clear, courteous written and verbal communication and the confidence to deal with colleagues at all levels.	●		
Ability to distinguish routine administration from matters requiring professional HR or senior-leadership advice.	●		
Ability to work independently, use initiative within agreed procedures and contribute positively to a team.	●		

Personal Qualities	Essential	Desirable	Method of Assessment
Discreet, trustworthy and consistently professional.	●		
Calm, flexible and service-minded, with a willingness to support wider school administration.	●		
Proactive and solutions-focused, while careful not to act beyond the authority of the role.	●		
Warm and approachable, with a genuine commitment to supporting a busy school community.	●		

Other	Essential	Desirable	Method of Assessment
CIPD Level 3 qualification or equivalent HR training.		●	
Previous experience in a school or other regulated environment		●	
Experience of safer-recruitment checks, maintaining a Single Central Record, payroll administration or organising staff cover.		●	
Minute-taking experience in confidential or formal meetings.		●	

This job description is not exhaustive. Duties may be reasonably varied to meet the changing needs of the School, following appropriate consultation

APPLICATION PROCESS

Queen's Gate is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post is exempt from the Rehabilitation of Offenders Act 1974. The School is therefore permitted to ask shortlisted applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the Disclosure and Barring Service ("DBS") filtering rules) in order to assess their suitability to work with children.

The School may carry out online searches on shortlisted applicants, for which all such applicants will be required to provide details of their online profile, including social media accounts, as part of their application. Prior to employment commencing, successful applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers and the DBS.

Successful applicants will also be required to produce evidence of qualifications, identity, and the right to work in the UK. Two references will be taken up, one of which will be with the most recent employer. They will also be required to complete our Health Questionnaire.

All those working at Queen's Gate share in our responsibility to safeguard and promote the welfare of the children and young people in our care. This will include completing regular training and maintaining a good awareness of key policies and procedures relating to our safeguarding duties. Where a role has specific or additional responsibilities in relation to safeguarding, this will be detailed within the job description.

All candidates are also requested to complete an online Equal Opportunities Monitoring Form. This can be found at the end of our application form. The form will be separated from your application on receipt. The information on this form will be used for equality monitoring purposes only and will play no part in the recruitment process.

Queen's Gate School is committed to ensuring that all job applicants and members of staff are treated equally, without discrimination because age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. We welcome applications from all sections of the community.

To apply for this role, please complete our application form which can be found on our website: **www.queensgate.org.uk/about-us/employment-opportunities**

Please return a completed application form, along with a covering letter to the Principal, to **recruitment@queensgate.org.uk**

The closing date for applications is **Tuesday, 13th October**, and the first round of interviews will be held towards the end of that week.





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