



DORSET HOUSE SCHOOL

Lancing College Family of Schools



**FRONT OFFICE MANAGER
DORSET HOUSE SCHOOL**

INFORMATION FOR CANDIDATES



LETTER FROM THE HEADMISTRESS

Dear Applicant,

Thank you for your interest in the position of Front Office Manager at Dorset House School. I am delighted that you are considering joining our community.

Dorset House is a school with a long tradition of nurturing children in an environment where curiosity, kindness and a genuine enthusiasm for learning are at the heart of all we do. Our staff play an essential role in shaping this atmosphere, and the successful candidate for this post will contribute significantly to the smooth running of the school and the experience of pupils, parents, staff and visitors alike.

As Front Office Manager, you will be at the heart of daily school life. You will be the welcoming face and voice of Dorset House, providing a warm, professional and efficient service to all who come into contact with the school. The role is varied and rewarding, encompassing responsibility for managing the busy school office, supporting staff and families, coordinating communications, overseeing a wide range of administrative processes and ensuring the highest standards of customer service. It requires excellent organisational skills, initiative, adaptability, discretion and a genuine enjoyment of working with people.

As the first point of contact for many families and visitors, you will play a key role in reflecting and promoting the values that make Dorset House so special. From managing day-to-day enquiries and supporting school events to coordinating communications and ensuring the smooth operation of essential administrative functions, your contribution will be integral to the effective running of the school.

You will be joining a dedicated and friendly team who share a strong commitment to the children in our care. We value professionalism and initiative alongside kindness, flexibility and a sense of humour. If you share these qualities and are excited by the opportunity to make a meaningful contribution to school life, we would be delighted to receive your application. Thank you once again for your interest. I look forward to learning more about you.

Warm regards,

Sarah Sutherland-Booth

Headmistress





Front Office Manager

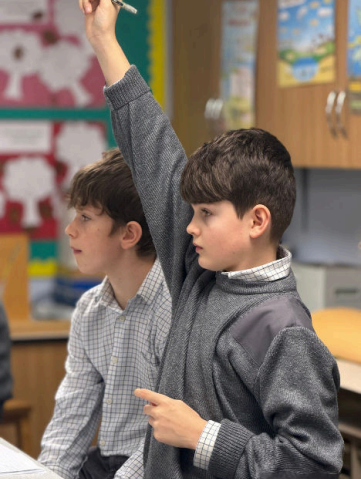
RESPONSIBLE TO: BURSAR

The Front Office Manager plays a central role in the daily life of the school, ensuring the smooth and efficient operation of the school office while providing a welcoming and professional service to pupils, parents, staff and visitors. As the hub of communication and administration, the Front Office Manager is responsible for coordinating a wide range of administrative functions, supporting colleagues across the school, and helping to ensure that the highest standards of organisation and customer service are maintained at all times.

The postholder must demonstrate exceptional organisational and communication skills, together with the highest standards of professionalism, discretion and adaptability. As the first point of contact for many members of the school community and external visitors, they will act as an ambassador for Dorset House, creating a positive first impression and reflecting the school's values in every interaction. Working closely with the Bursar, Headmistress and wider staff team, the Front Office Manager will make a significant contribution to the effective day-to-day running of the school and the experience of families within the Dorset House community.

KEY TASKS & RESPONSIBILITIES

- Answer main school telephone and deal with requests / relay messages as appropriate.
- Distribute all daily post.
- Collect and check attendance registers each morning and afternoon; investigate any unauthorised / unscheduled absences as a matter of priority.
- 'Meet and greet' current or prospective parents and deal with any requests from parents in a courteous and efficient manner; provide excellent 'customer service' at all times,
- Assist teaching staff with day-to-day administration.
- Sign in visitors to the school in accordance with policies and procedures.
- Monitor levels of general school stationery (photocopying paper, exercise books, stamps, pens etc etc) and order as appropriate (with prior approval of the Bursar) to ensure that there is always sufficient stock.
- Places orders for teaching and other materials as directed by the Bursar.
- Produce parent communications for extra curricular activities; collate responses / produce schedules of attendance, liaise with leaders of activities and parents and liaise with the Bursar and Finance Assistant in respect of the charging for activities.
- Under instruction from the Headmistress and Bursar, produce parent communications for school leadership activities, collate responses, liaise with the Bursar and Finance Assistant for charging purposes.



KEY TASKS & RESPONSIBILITIES

Continued

- Be the point of contact for the After School Club and Suppers and maintain schedules of attendance (to be provided to the Finance Assistant for charging purposes).
- Send parent communications with regard to school trips and visits and with the Bursar, ensure that staff have completed all required paperwork (including risk assessments).
- Be point of contact for new school uniform, liaising with Stevensons.
- Manage the second hand uniform shop (in conjunction with the Parents' Association) include keeping it tidy.
- Liaising with the photocopier company for any breakdowns and ordering new toners.
- 'Hold the Pen' on production of termly school calendar, liaising with the relevant staff to ensure it is accurate and complete
- Type up weekly school menu (as provided by the Catering Manager)
- Keep the termly Parents' Contact Directory up to date and accurate and ensure parents have given permission to be included.
- Maintain form lists and schedule of staff contact details.
- Be willing to help out in any area of the school or at school events, as required

- Provide matron cover when required (the school will organise Paediatric First Aid training for the successful applicant).
- Any other administrative tasks as reasonably requested by the Bursar or Headmistress.

PERSON SPECIFICATION

Essential

- Good oral and written communication skills.
- A confident user of IT.
- Professional approach and with a strong understanding and awareness of the importance of confidentiality.
- Enterprising and willing to take initiative and responsibility for the completion of tasks.
- Adaptable and flexible in approach – a 'can do' ethos and willingness to help out in a variety of areas in the wider interests of the school.
- Excellent organisational skills.
- A proven team player.
- A commitment to safeguarding and promoting the welfare of children.

Desirable

- Experience working within an educational setting.
- Previous experience in a customer-facing administrative role.
- Familiarity with school database systems such as iSAMS



SAFEGUARDING AND COMPLIANCE

Dorset House School is committed to safeguarding and promoting the welfare of children.

All appointments are subject to:

- Enhanced DBS check
- Satisfactory references
- Verification of qualifications
- Overseas police checks (if applicable)
- Online search checks in line with Keeping Children Safe in Education
- Proof of identity and right to work
- Completion of the school's medical questionnaire

The school is exempt from the Rehabilitation of Offenders Act 1974; all convictions, including spent ones, must be declared.

TERMS AND CONDITIONS

- This is a term time only position (40 hours per week) with a week at the beginning of each holiday.
- Salary commensurate with experience
- Holidays must be taken during school holiday periods.
- Pension: Group Personal Pension scheme with employer contributions.
- Fee remission: Possible for up to two children within the Lancing group (subject to conditions and proportional for part-time/term-time staff).
- 12-month probation period.

Notice period:

- During probation: one month
- After probation: three months

HOURS OF WORK

- Full or Part-Time to work with other admin staff to cover the office hours of 8.00am to 6.00pm, 5 days a week during term time. The successful candidate will also be required to work the week immediately preceding and the week immediately following the beginning / end of each term, respectively – together a total of 40 weeks during the year



APPLICATION PROCEDURE

Applications must be submitted using the Dorset House School application form by 9.00am Thursday 15th October with interviews in the week beginning Monday 2nd November. The role will commence on 4th January 2027

A covering letter addressed to the Headmistress, Mrs Sarah Sutherland-Booth, outlining your interest in the role should accompany your application.

Please include:

- Names and contact details of at least two referees, one being your current or most recent employer.

Informal conversations about the post may be arranged via Jussie Yeats, Head's PA and Registrar: jyeats@dorsethouseschool.com and tours of the school are most welcome.

The school reserves the right to interview and appoint before the published closing date.

About Dorset House School

Dorset House School is a vibrant and welcoming preparatory school set in the beautiful village of Bury, near Pulborough in West Sussex. As one of the oldest prep schools in the country, Dorset House enjoys a rich heritage and a reputation for developing confident, well-rounded children who love learning and embrace challenge.

Our unique rural setting provides an exceptional environment for childhood: open space, woodland, and historic buildings that together create a sense of freedom, creativity, and adventure. We nurture curiosity, individuality, and character through a balanced curriculum, outstanding pastoral care, and extensive opportunities for sport, music, art, outdoor learning, and leadership.

Dorset House recently joined the Lancing College family of schools, benefiting from the shared expertise, values, and educational vision of one of the region's leading independent school groups. This partnership enhances our ability to offer an ambitious, enriching education while maintaining the warmth and close-knit community that define Dorset House.

We believe deeply in kindness, integrity, and mutual respect. Our school is committed to providing a happy, inclusive, and aspirational environment where every child is known, valued, and encouraged to flourish.

