

General Services Manager

May 2025



Welcome

Thank you for your interest in Haileybury. This is an exciting opportunity to join a highly successful school which is moving forward with confidence and a real sense of purpose. Haileybury was last year chosen as the 'Boarding School of the Year' by TES and, in 2023, was announced as the UK's best fully co- educational IB school.

Haileybury is a dynamic, outward-looking and future oriented school. We want our pupils to leave school with the values, skills and credentials they will need to thrive. We want our provision to be 21st Century relevant. We have recently completed a world class STEM facility, which allows our pupils to take part in research projects no other UK school can offer, and only a handful of other schools around the world can provide. Our attention is now turning to our next set of ambitious ventures.

We are ambitious and we pursue excellence, but Haileybury's success is built on the strength of each person's commitment to doing the very best they can for our school. If you feel excited by the prospect of being a member of a dynamic and successful team, then we would welcome your application.

Eugene du Toit
The Master



The School

Haileybury is a co-educational boarding and day school for pupils aged 11-18. There are currently over 900 pupils at the School. Demand for places and pupil numbers has increased dramatically in recent years.

The Haileybury of today enjoys an excellent worldwide and national reputation. This reputation is primarily based on the very high standard of education that is provided at the School. This was reflected in the report written by the ISI Inspection team who visited the School in October 2022. The report gives a clear picture of a progressive, ambitious school which offers its pupils the very best all-round education. A copy of the report can be viewed [here](#).

Haileybury is a dynamic, outward-looking and future-oriented school. It aims to provide high academic achievement, outstanding pastoral care and a rich and varied co-curricular programme; we want our pupils to leave school as confident, rounded and ambitious individuals. As a large, diverse community, the fundamental values of service, empathy and respect are essential. Pupil voice is important and there are many opportunities for pupils to express their opinions, including an active Pupil Senate. The team of teaching and operations staff are dedicated and highly professional.

Haileybury comprises a dedicated Lower School (Years 7 and 8), a Middle School for Years 9-11 and a Sixth Form of around 360 pupils. All senior pupils are boarders or day pupils in one of the 12 senior Houses. There is also a junior boarding House and a junior day House. The Houses are set within the extensive campus grounds, and most of the teachers are also accommodated within 5 minutes walk of the School. The sense of community at the School is especially strong.

Haileybury has a vibrant academic culture. Its curriculum model is distinct and in the Sixth Form pupils have the choice of following the International Baccalaureate Diploma Programme (IBDP) or A levels. The most popular UK university destinations include Oxbridge and the Russell Group; Haileybury's pupils also achieve places at top North American and European universities.

Haileybury has a strong international dimension with two partner schools operating in Kazakhstan, and one each in Bangladesh and Malta. Haileybury is the sponsor of Haileybury Turnford, a nearby academy, and enjoys a well-established partnership with the school.



Haileybury

The role

The purpose of General Services Manager role is to provide managerial support across a number of the School's functions, including its commercial enterprises business, on a day-to-day basis.

The post-holder will hold specific accountability for the administration and delivery of the School's Housekeeping function, as well as supporting the School's residential and non-residential events and lettings activity.

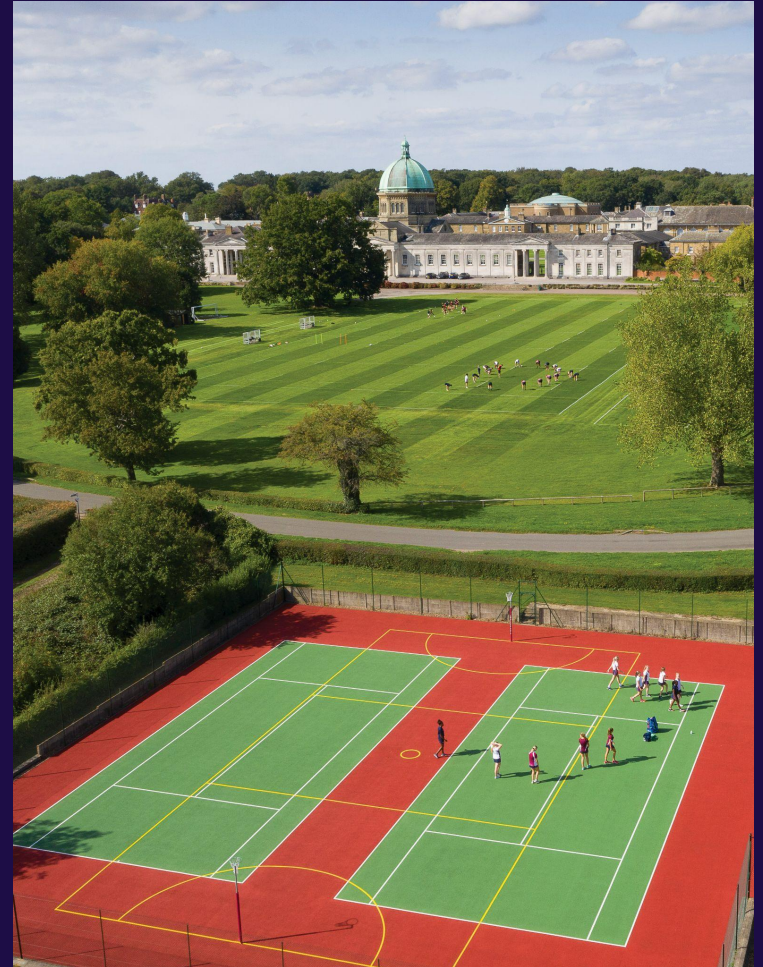
As a member of the Commercial Operations Department, they will ensure that all services under departmental responsibility are delivered to a high standard for the School's pupils, guests, and the wider school community.

The successful applicant must be flexible to assist with the rapidly changing requirements of the role, duties will at times lie outside the normal hours of the working day. The nature of the role is such that it will involve working at weekends and evenings in accordance with the School's operational needs.

The General Services Manager role will report to the Commercial Operations Director.

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role.

This job description will be reviewed annually as part of the School's annual performance review process.



Responsibilities

- Direct line management of the Housekeeping team, providing leadership, and having day-to-day operational responsibility for maintaining high standards of cleanliness.
- Work in line with budgets and agreed work schedules, to support the efficient use of staffing, including the control of overtime.
- Responsible for the development of Housekeeping staff, ensuring they receive annual performance reviews and are set targets to ensure the highest level of cleaning is achieved, using quality audits to identify areas of improvement.
- Support the Commercial Operations Director with the day-to-day operational management of the external catering service, ensuring that food and service are appropriate to the needs of the School, meeting the KPIs set to manage the catering department performance, including attendance at regular catering account meetings.
- Support in managing the catering relationship and liaising over pertinent matters, including assistance with ongoing negotiations and tenders as appropriate.
- Support the Head of Events and Events team with coordinating the efficient operational delivery of internal and external events in and around the School. Attendance at events to ensure the smooth delivery of services and catering to these events is essential.
- Working closely with the Events and Catering Hospitality teams to ensure that events are properly managed, staffed and delivered to a high standard. This will include deputising for the Head of Events or Events Manager from time to time. Liaison with Operations, security and Maintenance departments will be required to ensure set-ups are completed and space is ready on time.
- With the support of a number of school stakeholders, the post-holder will be assisting in the smooth running and profitability of the lettings programme.
- Support in the operational delivery of the commercial lettings business, such as managing customer enquiries and arranging appropriate staffing.
- Managing the day-to-day requirements of the lettings business through effective teamwork, administration and supervision, managing the use of school facilities for each group.
- Working collaboratively with the Summer School Operations team and Hearts and Wings team, support the operational organisation and delivery of the each programme.
- Support the implementation of the School's commercial strategy by delivering the operational service requirements of new projects as they develop.
- Assist with the recruitment, training, and professional development of Housekeeping, and other staff as appropriate.



Other requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality and Diversity

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

Person specification

Qualifications

Essential

- Hotel or catering management qualification, at degree level or diploma, or relevant experience

Desirable

- Educated to degree level
- Certificates related to HACCP (Food Safety), and COSHH management

Knowledge, Skills and Experience

Essential

- Proven experience in a hospitality role
- Detailed knowledge of health and safety requirements, including food safety and COSHH
- High level of computer literacy
- Strong communication skills

Desirable

- Commercial awareness and business development experience
- Personal/ premises license holder experience
- Experience of managing and developing staff
- Experience of working in an independent school or similar environment
- Experience with Google Workspace

Personal Attributes

- A positive, collaborative “can-do” attitude at all times; ability to always model a customer-focused environment
- Confident and outgoing personality with strong leadership and negotiation skills
- Accuracy of written work and excellent attention to detail; ability to maintain accurate records
- Well organised with the ability to prioritise work to deadlines and under pressure; able to adapt to conflicting priorities and conditions
- Meticulous attention to detail in checking and coordinating information and arrangements
- Able to liaise with a variety of stakeholders and to inspire the confidence of colleagues and customers alike
- Self-motivated and proactive; able to work independently and use initiative, but know when to consult as appropriate
- A team player, able to work effectively as part of a team and build productive relationships; ability to persuade and achieve the cooperation of others e.g to improve standards where necessary
- Integrity and dedication

Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, and tennis centre, at certain times, and participate in the Cycle to Work scheme.

Staff are also provided with lunch within our magnificent dining hall.

Other benefits include 25 days annual leave with enhanced entitlement for long service, pension and group life assurance.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. The School has a full-time Health and Wellbeing Centre and Chaplain.



Application process

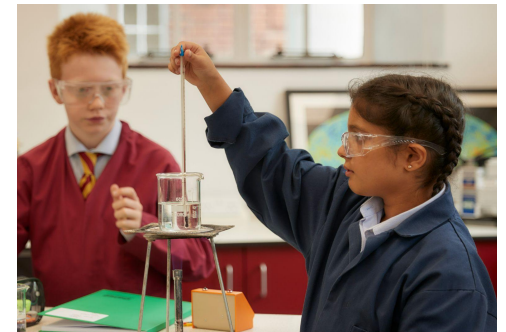
To apply for this position, please complete the application form in full, with reference to the candidate brief, and return it to hr@haileybury.com by **midday** on **Wednesday 28 May 2025**.

Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





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