



**Westminster  
Abbey**  
Choir School

# Application pack

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**School Office Manager**

**Salary: £47,000 per annum**

**Closing date: 9 October 2025**

**Westminster Abbey Choir School**

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# A letter from the Headteacher

Dear Prospective Candidate,

Thank you for your interest in Westminster Abbey Choir School. Our school is an incredibly special place. There is no doubt that the new role of School Office Manager at our school is an exceptional opportunity for a highly organised, approachable and flexible professional. The pupils at our school are articulate, thoughtful and incredibly responsible young people. Their love of learning and exceptional musical talents mean that they are a joy to teach. As a full boarding community, the Choir School can often feel like an extended family and relationships between the boys are generally excellent. The staff team are an integral support network and work hard to ensure that all of our boarders cope with the significant demands of their busy schedule.

We are looking for an enthusiastic School Office Manager who is keen to fully embrace everything that working at Westminster Abbey can offer. This role is an addition to our School Office Team and will work alongside the School Business Manager and the Headteacher's PA and Admissions Officer. It is envisaged that the post holder will become an important link between the School and our parent body, providing vital support for our pupils, staff and parents. If you have any questions about the role, I would be delighted to answer them and I can be contacted through my PA, Jennifer Benjamin at [wacsoffice@westminster-abbey.org](mailto:wacsoffice@westminster-abbey.org). I can thoroughly recommend working at the Choir School – I may be biased, but I think it is a once in a lifetime opportunity!

Best wishes,



Dr Emma Margrett  
Headteacher



# About Westminster Abbey Choir School

Westminster Abbey Choir School is a remarkable school. It exists to educate and care for around 30 boy choristers of Westminster Abbey. Unique amongst choir schools, Westminster Abbey Choir School admits only singing boys, who are boarders in the relative peace and calm of Dean's Yard in the centre of London. It is thus a small, tightly knit community, with a strong sense of shared purpose both among pupils and between pupils and teachers. The school has a warm, cooperative atmosphere in which flexibility and teamwork are key to the smooth running of the boys' busy timetable.

Boys are selected by audition and academic test at the age of seven to start at the school in Year 4. At age 13 they normally move on to one of a wide range of leading schools, to which the great majority win music scholarships.

In addition to providing outstanding musical training, Westminster Abbey Choir School also maintains a full academic curriculum leading to the Common Entrance Examination at 13+, and in some cases to academic scholarships to senior schools. High standards are expected of both pupils and teachers. This inevitably makes for a busy weekly schedule in which academic and musical commitments have to be balanced.

The school is generously staffed with eight full time and three part time academic staff, six full time and three part time support staff and over 15 peripatetic music staff. As a department of Westminster Abbey, the school forms part of the Abbey's overall administrative structure drawing on its maintenance, finance, IT and human resources departments.

In a school of this size, staff get to know each boy very well indeed and around ten of the staff live on the premises. Central to the school's ethos is an informal, supportive atmosphere in which all of its members – pupils and staff – treat one another with consideration and respect. Indeed, this culture is common to the whole community of Westminster Abbey.

The close relationship with Westminster Abbey brings a special dimension to the school. The boys sing in the Abbey almost every day of the week and develop a special affinity and love for this church, which is both an ancient place of Christian worship and a high-profile national symbol. They are regularly called upon to sing at special occasions such as the state funeral of HM Queen Elizabeth II and the Coronation of HM King Charles III. They also give public concerts both here and abroad, and make recordings. Their touring schedule is also recommencing during the 2025-2026 academic year with our first tour taking place to America in April 2026.

Outside the normal run of singing and academic lessons, there is a busy programme of extra-curricular activities. In addition to the usual array of sports, boys may be found in a range of pastimes, from dungeons and dragons and climbing to Lego and chess. A special feature of the school year are the periods leading up to Christmas and Easter when the choristers are required to sing in Westminster Abbey. The boys eagerly look forward to these periods and the school continues with a programme of seasonal events.

The school is committed to safeguarding and protecting the welfare of children and young people, and expects all staff and volunteers to share this commitment. Details of the safeguarding policy can be found on the Choir School website: [Policies | Westminster Abbey Choir School](#)

# About Westminster Abbey

Above all else, the Abbey is a church, a place of prayer and praise and holy ground at the heart of the nation. It is also a treasured part of Britain's heritage and a leading venue for tourism. The Abbey has occupied a central place in the celebration of great events for the nation and remains one of the most beautiful architectural masterpieces in Britain.

A living Church, Westminster Abbey is where the coronation of Kings and Queens has taken place since 1066, and where many of the Kings and Queens of England and of the United Kingdom are buried. Principal among them is St Edward the Confessor, King of England from 1042 to 1066, whose shrine is at the heart of the Abbey Church. Beside and around them are buried or commemorated many of the great women and men from almost every century of British history: statesmen and politicians, lawyers, warriors, clerics, writers, artists, musicians.

Neither a cathedral nor a parish church, Westminster Abbey is a Royal Peculiar under the jurisdiction of a Dean and Chapter and with direct accountability to the Sovereign. This relationship with the Sovereign dates back to the origins of the Abbey over a millennium ago, but its current form stems from the Charter granted to the Abbey by Elizabeth on 21<sup>st</sup> May 1560. The Abbey is formally known as the Collegiate Church of St Peter in Westminster.

We are a welcoming community, but also complex and multi-faceted, with over 600 highly committed employees and volunteers. We have deep respect for the heritage of which we are the custodians, but we evolve continuously to meet the opportunities of the future. In recent times this has included the creation of new departments to focus on transforming our digital presence and delivering a significantly expanded programme of public and community engagement.

## **Westminster Abbey's mission is:**

- To offer daily divine Worship to Almighty God and resource the Church in this vocation;
- To serve the Sovereign;
- To proclaim the Gospel to the nation and Commonwealth, celebrating the distinctive witness of the Christian faith and engaging with the public square;
- To provide a safe, welcoming and inspiring environment for all who come to the Abbey;
- To care for the precious resources entrusted to us: our people, partnerships, buildings, heritage and money.

Following the State Funeral of Her late Majesty Queen Elizabeth II and the Coronation of Their Majesties The King and Queen, which were broadcast to national and international audiences in their millions, interest in the Abbey is very strong. We attract over 1.3 million visitors from around the world every year. As we receive no regular income from the State, the Church of England or the Crown, we rely almost entirely on income from visitors, with thriving retail, catering and event businesses making a significant contribution to that income.

It is an exciting time to become part of the Abbey community, and we look forward to receiving your application and, if successful, welcoming your contribution to the Abbey's history.

# Job description

<b>JOB TITLE:</b>	School Office Manager
<b>DEPARTMENT:</b>	Westminster Abbey Choir School
<b>POST REPORTS TO:</b>	Headteacher
<b>JOB SUMMARY:</b> day	<p>Support the Headteacher by managing the effective day-to-day running of the Choir School Office. The School Office Manager will have particular responsibility for managing reception and front-of-house services, deputising for the School Business Manager and the Headteacher's PA where required, supporting administrative and compliance processes, maintaining accurate records, and overseeing communication with parents and visitors. The post holder will also contribute to safeguarding, first aid, and health and safety responsibilities, while providing essential support to key departments and acting in a delegated capacity when required.</p>
<b>BACKGROUND:</b> one of	<p>Westminster Abbey is both a place of daily worship, and is the UK's leading visitor attractions, welcoming over one million visitors each year. A diverse and lively community work at the Abbey comprising just over 350 employees and a greater number of volunteers. The Choir School is an integral part of the Abbey with the 30 students performing at Abbey services and events on a daily basis.</p>

## MAIN DUTIES AND RESPONSIBILITIES:

### Reception and Visitor Management

- Manage the School Office reception and front of house services and serve as the welcoming first point of contact for parents, visitors, and colleagues, delivering a warm, professional, and efficient reception service.
- Answer telephone calls in a friendly and professional manner, ensuring messages are accurately recorded and promptly relayed to the relevant staff.
- Operate the intercom and CCTV entry system, verifying the identity and purpose of all visitors in line with safeguarding and security protocols.
- Ensure agency staff are appropriately vetted upon arrival, checking DBS numbers and photo ID in accordance with school policies.
- Manage the visitor sign-in/out process, issuing correct badges and maintaining high standards of safeguarding practice.
- Respond to general enquiries, signposting and escalating queries as appropriate to the relevant staff member.

## Administrative Support

- Support the School Business Manager, deputising for them when required, and:
  - Leading on delegated financial tasks including reconciliation of credit card transactions and petty cash accounting, assisting with the preparation and monitoring of school fee accounts.
  - Managing staff training records, proactively identifying development needs and sourcing suitable training opportunities ensuring compliance with regulatory requirements.
  - Assisting with the monitoring of health and safety compliance, liaising with the Abbey Works Department and the Premises Officer as required.
  - Assisting with the maintenance of the Single Central Register (SCR), ensuring it remains accurate and fully compliant with safer recruitment regulations, liaising with the Abbey's HR team where necessary.
- Support the Senior Leadership Team with policy reviews and updates, ensuring documentation is accurate and current.
- Manage and maintain up-to-date and secure pupil records using the school's MIS system, ensuring all data handling complies with data protection legislation.
- Arrange translation services for parents where English is not their first language, to facilitate inclusive and clear communication.
- Manage all incoming and outgoing post and email correspondence, ensuring prompt and appropriate distribution.
- Oversee deliveries, liaising with the Premises Officer and ensuring items are received, checked, and distributed accurately.
- Provide general administrative support including photocopying, filing, and document production.
- Monitor photocopiers and printers, report issues, replace consumables, and liaise with the IT Helpdesk as necessary.
- Order school supplies and resources, manage stock levels for stationery, academic materials, and Games kit.
- Support with routine updates to the school website and communication platforms.
- Liaise with parents and staff regarding the ordering and distribution of Games kit.

## General Responsibilities

- Ensure that reception areas, waiting rooms, and shared staff spaces are welcoming, clean, and professionally presented at all times.
- Provide refreshments to guests and visitors when required.
- Collaborate effectively with other departments, including Finance, HR, Music, and Pastoral teams, to ensure smooth and efficient school operations.
- Deputise for the Headteacher's PA and Admissions Officer, stepping in as required during their absence.
- Serve as a designated First Aider and carry out duties as a Fire Marshal during emergencies or evacuations.
- Uphold and contribute to the implementation of all school policies relating to safeguarding, health and safety, confidentiality, equality, and data protection.
- Treat all information with strict confidentiality and demonstrate sensitivity in all school matters.
- Champion the Abbey's values of inclusivity and equality in all aspects of service delivery.
- Carry out additional administrative tasks and project work as directed by the Senior Leadership Team.
- Engage in regular professional development and training as required for the role.



# Person specification

This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post.

## Qualification/Training

- Educated to A-Level or to have a demonstrable level of similar qualification or equivalent experience.

## Desirable Education:

- Qualified to NVQ Level 4 or above in a relevant subject, for example School Administration
- Degree level or equivalent education

## Skills/ Aptitudes

- Excellent written and verbal communication skills and good numeracy skills including accuracy and attention to detail and the ability to produce well-written work under pressure
- Experience of using a wide range of office equipment and ICT software and information systems in an administrative environment
- Highly organised, and able to demonstrate this within your work
- Ability to work effectively with colleagues, pupils, parents, external contacts and the Abbey community
- Able to juggle competing priorities and have excellent attention to detail with your work.
- Able to plan own work to meet deadlines, work unsupervised and act on initiative when required
- Understand the requirements of Data Protection legislation, and be able to apply these
- Ability to use influencing skills to achieve results in sensitive circumstances
- Ability to plan and manage projects

## Experience

- Experience of providing high level support in a busy, sensitive environment
- Sound judgement to determine what should be referred to the Headteacher for their approval, agreement or information and what can be dealt with independently.
- Experience as a School Office Manager or similar role
- Experience working with young people within an educational setting
- Previous experience of stakeholder management, understanding the need for collaborative working
- Knowledge of and commitment to school policies including Keeping Children Safe in Education, Health and Safety, Data Protection and Equal Opportunities

## Attributes

- You will be able to work effectively as part of a small team, and build excellent working relationships with all departments in the Abbey
- You will be able to maintain confidentiality at all times and act with tact and diplomacy
- You will show commitment to the ethos and values of the Abbey and promote these through conduct of the role
- You will be relatively self-sufficient and a self-motivated individual who is able to operate under your own initiatives, whilst working towards an agreed set of deliverables
- You will have a flexible approach, able to work additional hours as circumstances demand. This job profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.



**Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires an enhanced level criminal record check.**

# Working for us

## Employment Status

This post is a six-month fixed term position.

## Salary

The salary is £47,000 per annum. Salary is reviewed annually.

## Working Hours

The standard working hours for this role are 40 hours per week, Monday to Friday. These may be arranged as either 8:30am to 4:30pm or 9:00am to 5:00pm. Working hours can be discussed with candidates during the interview process.

## Pre-Interview and Appointment Requirements

Shortlisted candidates will be required to provide proof of identity and right to work in the UK when attending for interview. As part of the pre-interview process, references will be contacted in advance, and an online search will be conducted in line with safer recruitment practices.

All appointments are subject to the following conditions:

- Satisfactory health clearance
- Documentary evidence of all qualifications claimed
- A satisfactory Enhanced Disclosure from the Disclosure and Barring Service (DBS)
- A minimum of two references deemed satisfactory by Westminster Abbey Choir School
- Completion of an online search

Please note that it is the School's policy to verify all references and, in line with best practice, to ascertain the reasons for the termination of any previous employment where a candidate has worked with children.

The role will be subject to a probationary period of six months.

## Disclosure and Barring Service (DBS) Checks

Westminster Abbey Choir School is legally obligated to process an Enhanced DBS check before making appointments to relevant posts. This check will reveal both spent and unspent convictions, cautions, reprimands, final warnings, and any other information held by local police that is considered relevant to the role. Information protected under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 will not appear on a DBS certificate.

For posts involving regulated activity, the DBS check will include a barred list check. It is a criminal offence to seek employment in regulated activity if you are on a barred list.

Any data processed as part of the DBS check will be handled in accordance with data protection regulations and the School's privacy notice.

## Criminal Record Self-Declaration

Only applicants who have been shortlisted will be asked to complete a self-declaration regarding any criminal record or other information that may make them unsuitable for the position. Any convictions disclosed or revealed through the DBS check will be considered on a case-by-case basis.

Shortlisted candidates will be asked whether they hold a current DBS certificate and to provide the date of their most recent check.

**Overseas Checks**

If you have lived or worked outside of the UK in the last 10 years, the School may require additional information to comply with safer recruitment requirements. Further checks may be carried out depending on individual circumstances, including:

- The amount of information disclosed in the DBS check
- The length of time spent outside the UK

Shortlisted candidates will be asked whether they have lived or worked outside of the UK in the last 10 years. If applicable, the School may contact you for further information.

**Equality statement**

Westminster Abbey aims at all times to recruit the person who is most suited to the job. Qualifications, skills and experience will be assessed at the level that is relevant to the job.

The Abbey and the Choir School will ensure that their shortlisting, interviewing and selection procedures avoid discrimination in any way, including on grounds of age, disability, gender, marital status or civil partnership, race, nationality or ethnic origins, religion or belief and sexual orientation.

Please ensure the equality section of the online form is completed. This will help us monitor our recruitment practice. The equality form will not be seen by the people making the selection decision.

**Safeguarding**

Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks on staff and volunteers and require them to complete relevant safeguarding training. Offers are subject to a relevant level of criminal record check, receipt of references satisfactory to Westminster Abbey, right to work in the UK, proof of professional qualifications and medical clearance, which will include a work health assessment through our occupational health provider.

# How to apply

## Application Materials

Your online application should include:

1. The online completed application form;
2. Fully completed online supporting statement showing how you meet the requirements listed in the Person Specification;
3. Please also include your particular interest in this post within the supporting statement section of the online application form.

As well as your previous work experience, tell us about other relevant experience and your leisure and other interests. Clear information on how you meet the overall requirements of the job, with relevant examples, will help us with shortlisting, and we may not be able to shortlist you for interview if you do not provide this.

*Please note that, unless you advise otherwise, we will normally seek to contact referees prior to interview.*

The closing date for applications is: **9 October 2025.**

## The Recruitment Process

Interviews are most likely to be held the week commencing 13 October 2025.

If you would like to learn more about the post before applying then you are very welcome to contact the Headteacher of Westminster Abbey Choir School, Dr Emma Margrett, via her PA on 020 7654 4918 or email: [headteacher@westminster-abbey.org](mailto:headteacher@westminster-abbey.org).

Please also note that the school website contains further information which informally give an insight into life at the Choir School: <http://www.westminster-abbey.org/choir-school>.