



**Thomas's**  
OUTDOORS DEPARTMENT

# Operations Assistant

To submit an application please send the completed application form, a copy of your CV, the details of two referees to Emily Lewis

[elewis@thomas-s.co.uk](mailto:elewis@thomas-s.co.uk)

[thomas-s.co.uk](http://thomas-s.co.uk)



# Operations Assistant

To start as soon as possible

## Application Details

We are looking for an organised, independent and adaptable individual who is keen to support the operations of Thomas's Outdoor Department. We need someone who has great attention to detail, can multitask, and can manage their time effectively. We ask you to have some experience with coordinating a programme calendar, you are confident in data administration, have clear communication skills and are competent in using IT systems. The role will have development opportunities to take lead on relevant projects and tasks. Suijing a proactive problem solver keen on developing their skills.

For further details go to the Thomas's London Day Schools website: [www.thomas-s.co.uk/join-our-team/](http://www.thomas-s.co.uk/join-our-team/) or email: [elewis@thomas-s.co.uk](mailto:elewis@thomas-s.co.uk)

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Start date:  
**As soon as possible**

*Thomas's London Day Schools are committed to safeguarding the welfare of children and young people and expect all staff to share this commitment and work in accordance with our child protection policies and procedures. All posts are subject to safeguarding checks, including an enhanced DBS check.*

*This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020.*

*The safeguarding responsibilities of the post as per the job description and personal specification.*

*For details of the checks which will be undertaken as part of our recruitment process, please see our Recruitment Policy which can be found here [www.thomas-s.co.uk/policies/](http://www.thomas-s.co.uk/policies/) under the 'Thomas's Policy' tab.*



## Who we are:

Thomas's Outdoors Department (TOD) is a specialist outdoors department of Thomas's London Day Schools, a family-run, group of six co-educational independent schools. Thomas's Outdoors Department is dedicated to providing students with enriching and educational experiences in the great outdoors to help them grow into responsible, informed citizens.

We are based at Richardson Evans Memorial Playing Fields in Putney Vale, backing out onto Wimbledon Common. We work across sites in London, Surrey, Kent, Norfolk and Sussex. Our main focus is the integral Outdoor Education Programmes which integrate traditional academic learning with experiential outdoor activities. These programmes are ingrained throughout all of the schools offering an exciting, adventurous and progressive way to enhance children's learning in the great outdoors.

We also run a range of residential programmes based at various beautiful locations across the UK. Children start their journey with us from as early as Nursery and continue until senior school at Year 11. Thomas's Outdoors also operate our 'Adventure' programme which runs through the school holidays and is a cross-school initiative enabling students from each school to come away with us on trips both abroad and in the UK. Examples include a canoeing trip to Sweden, a yachting trip to Croatia and a number of UK based camps. For 8 weeks Thomas's Daheim operates at 1,500m in the Austrian Alps for Year 5, 6, 7 and 8 each winter.

The role will sit within the operations team in the Outdoor department, reporting directly to the Operations Manager. The role will work closely with the Head of Department, and the Curriculum team and Residential team.



*This role involves regular contact with children and falls within the category of regulated activity; therefore, the school will conduct safeguarding checks, including an enhanced DBS check and a barred list check. Should you receive any cautions or convictions whilst in our employment these must be reported immediately to your line manager.*

*The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and work in accordance with our child protection policies and procedures.*

*The post holder will have responsibility for promoting and safeguarding the welfare of children and young persons for whom he/she is responsible, or with whom he/she comes into contact and will be required to adhere to the school's policies at all times. If in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school, he/she must report any concerns to the school's Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL) immediately.*

# Job Role for Operations Assistant

**Reporting to:** Operations Manager

**Contract:** Full-time, or Part-time option for 4 days a week

**Salary:** £24,000-£26,500

**Flexible Working:** Some flexibility can be offered to work from home

**Location:** Richardson Evans Memorial Playing Fields,  
2 Friars Avenue, Wimbledon, London SW15 3PQ

## **The Role:**

This is a varied role designed to appeal to a wide range of backgrounds and skills, we are looking for you to use your organisational skills to support the Operations Manager in the day-to-day operations of our Outdoor Department. This role is key to supporting the success and growth of our programmes including our most recent responsibility the outdoor pursuit residential in Daheim, Austria.

We are searching for an efficient new team member who would like a varied coordination role working within an outdoor educational setting. The role is to provide comprehensive administrative support to the Operations Manager and the wider outdoor team in our Curriculum and Residential teams. The day-to-day tasks will include the general functions of the department such as scheduling, booking, organising meetings, supporting instructor queries and coordinating parents and student queries (inbox and phone). The role will involve ensuring the relevant records are up to date with compliance, and supporting the team with this process. You will also be a point of contact within the operations team to ensure all staff changes are logged promptly.

The long-term projects will involve administering the bookings and communication procedures for our residential in Austria. This will require strong attention to detail, accuracy and a proactive approach to work. Alongside this task, there will be constant oversight of both our residential TOD Adventure inbox and Daheim inbox. This will require parent and student conversations, requiring this candidate to have clear communication skills.

The nature of this job is office-based, with the expectation you are happy to work in an office environment on computer-based tasks. We require a positive and professional approach to work but also hope the candidate can contribute to a supportive and friendly work environment.

We are interested in applicants who are looking for full-time roles, however, flexible working arrangements can be discussed. Staff are expected to work 8 hours a day, normally 08:30-16:30.

This is an exciting administration role where a drive to learn and complete tasks efficiently and accurately will contribute to its success. This is a great opportunity to learn how operational procedures and processes take place within an outdoor department. There will be the opportunity for training and development, with the support of the Operations Manager.

## **Resource and Plan:**

The key responsibilities will include, but are not limited to:

- Support the Operations Manager with tasks such as bookings, communications and travel arrangements
- Effectively manage multiple inboxes
- Accurately input, update and maintain programme & residential scheduling into the TOD software system (PARIM)
- Collect and update qualification information for the team
- Carry out other general administrative duties when required

# Person Specification for Operations Assistant

- Strong knowledge of microsoft office/google packages and all-round PC/Mac skills
- Excellent communication skills, both written and verbal.
- Ability to establish good relationships with colleagues.
- Proactive, highly organised with excellent attention to detail.
- Experience with administrative tasks. **Desirable**
- Strong inbox organisation skills. **Desirable**

## Benefits:

- A competitive pay structure, starting salary between £24,000 - £26,500 depending on skills and experience
- Regular working hours with flexible working arrangements available
- 30 days holiday plus bank holidays per annum (September-August)
- Friendly working environment within a supportive and exciting department
- Team staff training and a commitment to staff personal development
- Free on-site parking

## Application Details

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[elewis@thomas-s.co.uk](mailto:elewis@thomas-s.co.uk)



# Our Values



**Kindness**



**Courtesy**



**Honesty**



**Respect**



**Perseverance**



**Independence**



**Confidence**



**Leadership**



**Humility**



**Givers,  
Not Takers**

## **KINDNESS**

We expect pupils at Thomas's to be kind; to be good friends to those around them, always on the lookout for those in need of a word of encouragement or a listening ear. We expect our pupils not just to tolerate but to celebrate difference including faith, beliefs and culture.

## **COURTESY**

We expect our pupils to be unfailingly courteous and polite; to have regard for the needs of others; to be responsible for the impact of their behaviour on those around them; to stand back, holding the door open, to allow adults through; to be particularly aware of the very young and the very old; not to 'hog the pavement' on school trips; to say "please" and "thank you" without prompting.

## **HONESTY**

We expect our pupils to be honest, to act with integrity at all times and to understand the rule of law.

## **RESPECT**

We encourage all members of the community to respect themselves, each other, their learning environment

and the wider community; to respect the right of others to hold differing beliefs or views and to develop an awareness of individual liberty.

## **PERSEVERANCE**

We would like our pupils to appreciate the importance of, and to show, perseverance; to acquire a 'growth mindset' by understanding that intelligence can be developed; to embrace challenges; to persist in the face of setbacks; to see effort as the path to mastery; to learn from criticism; to find lessons and inspiration in the success of others and, as a result, to reach ever-higher levels of achievement and a greater sense of free will.

## **INDEPENDENCE**

We would like our pupils to become independent learners; to be responsible, organised and to manage their books and belongings effectively; to work hard; to be conscientious about their homework. In the classroom, we would like them not only to make valid contributions, but also to be good listeners, who respect and encourage the efforts of their peers. We hope that, as a result  
OUR VALUES WHERE KINDNESS

COMES FIRST of their lessons at school, our pupils will begin to take responsibility for their own learning, reading around subjects that interest them, carrying out their own research and making full use of the many excellent resources available to them. As a result, we would like our pupils to gain a growing sense of enquiry and wonder about the world around them; about the vast body of knowledge and skills that has brought mankind to where we are today - and about how much there is still to learn.

## **CONFIDENCE**

We expect our pupils to acquire self-knowledge by encountering both success and failure in an environment of support and encouragement, both at school and at home. Consequently, they should feel 'comfortable in their own skin', full of self-confidence and able to make their own judgements. We would like our pupils to be the best version of themselves that they can be, not a second-hand version of someone else.

## **LEADERSHIP**

We aim to equip our pupils to lead by example; to be prepared to stand

out from the crowd; to be the first to respond to someone in need; to stand up for what they believe to be right; to risk making an unpopular decision, if they believe it to be for the greater good; to earn the trust and respect of others. We hope that our pupils will experience at an early age the opportunities and challenges of leadership.

## **HUMILITY**

Notwithstanding their confidence, our pupils are expected to retain a sense of humility; to be conscious of the advantages they enjoy and to be grateful for them. We hope that all our pupils will acquire a sense of the eternal and that this will inform their perspective of their place in the world.

## **GIVERS, NOT TAKERS**

Above all, we would like our pupils to be givers, not takers; to show generosity of spirit; to use their skills and talents first for the benefit of others. We hope that Thomas's pupils will leave their school with a strong sense of social responsibility, set on a path to become net contributors to society and to flourish as successful, conscientious and caring citizens of the world.



Miss Lacy 073759347



**Be Kind  
Be Thomas's**