



WYCOMBE
ABBEY

Domestic Services Manager

Start Date: June 2025

Information for Applicants



Consider Wycombe Abbey

Wycombe Abbey is an exceptional place; we operate as a modern full boarding school for around 650 girls, and we are committed to the development of each one. We have over 125 years of experience in educating young women and our vision remains to provide our pupils with a world class education. We are excited about encouraging curiosity, bold ideas, innovation, leadership and delight in learning - inside and outside the classroom.

We are a welcoming and vibrant community for all staff. Our school is set in 170 acres of parkland within a five-minute walk of the town of High Wycombe. We offer superb modern facilities, including a sports centre, a performing arts centre, a wide range of teaching facilities and 11 boarding houses. We are constantly improving our site and, through our new visionary masterplan, we will see the creation of a truly world-class campus over the next decade.

Wycombe Abbey's outstanding reputation for excellence is built on the dedication and skills of the people that work at the School. Every member of staff at Wycombe Abbey contributes towards the School's thriving community and works to continually strengthen our ambition for excellence. We seek to recruit well-qualified and enthusiastic staff who demonstrate knowledge of, and passion for, their area of expertise and contribute to the wider life of the School. In return, the School provides staff with a wide variety of opportunities to develop professionally within a supportive team and wonderful working environment. Please do watch the video to hear more from the staff themselves about working at the School.

Superb academic outcomes are the hallmark of a Wycombe Abbey education and girls regularly secure places at the most prestigious universities globally. However, we understand the importance of looking beyond the narrow confines of excellent examination results to define success. Our rich co-curricular programme includes an array of activities and opportunities, ensuring that every girl develops her passions and explores new possibilities. These experiences, in turn, help to build the skills, discipline and character that will support her future life.

Ultimately, schools are about people and at the heart of Wycombe Abbey's success is our total commitment to pastoral care through boarding. The core values of trust, encouragement and mutual respect underpin everything we do; in this happy and close-knit community everyone is known as an individual, friendships flourish and girls enjoy each other's company.

Thank you for your interest in joining Wycombe Abbey. We hope that you will find the information in this pack useful, and we look forward to hearing from you if you feel that this post may suit your skills and experience.

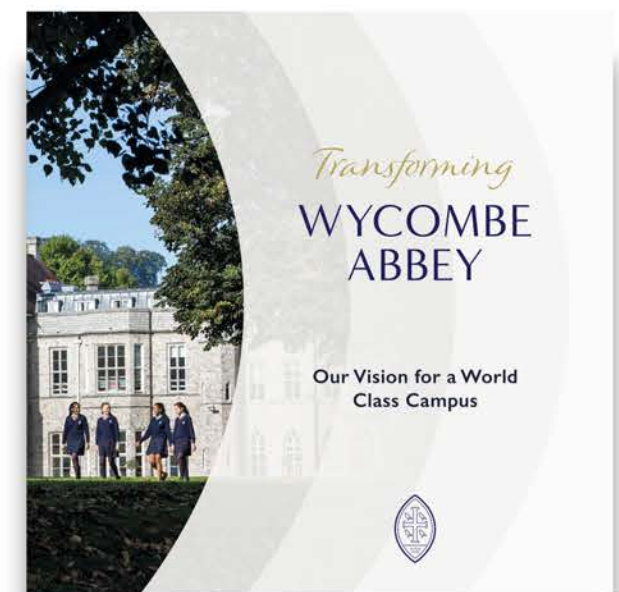
Mrs Jo Duncan
Headmistress



[Watch our film to hear why you should consider working at Wycombe Abbey.](#)



[Read our Strategic Direction](#)



[Read about our Masterplan](#)



Our Values

Our values are the principles that guide the way we interact with other individuals and groups and are especially important in a boarding community like ours.

These are the values that shape our school.

Trust – we foster strong relationships built on trust through good communication, willingness to listen and honesty.

Encouragement – we promote a positive atmosphere where all members of the community are supported to develop and fulfil their potential.

Mutual Respect – we seek to understand and embrace differences in people, ideas and experiences with tolerance and understanding.

Dynamism – we are a forward-thinking school that nurtures the leaders of tomorrow for a global workplace.

Excellence – we believe in the importance of striving to be exceptional in whatever we do through the setting of ambitious goals and taking ownership of our decisions and actions.

Balance – we understand the importance of supporting staff and pupils to thrive by maintaining a healthy mind and body.

Innovation – we are excited about creating the future through being open-minded, curious and embracing change.

Service – we recognise the great rewards that individuals reap in helping, supporting and giving to others both within the School community and beyond it.



Working at Wycombe Abbey

Wycombe Abbey is an exceptional place to work. Set in 170 acres of beautiful Buckinghamshire parkland, the School aims to encourage all staff to develop their talents within an inspiring, fulfilling and caring community.

In total, approximately 420 teaching and support staff are employed at the School on either a full or part-time basis. Each year a number of newly qualified, and in some cases unqualified, recent graduates join the staff body. There is proactive support for all new members of staff, who are guided through their first year at School by a variety of colleagues, with the line manager and an individually-appointed mentor taking the lead.

Staff wellbeing is a key focus for the School with the Headmistress taking a lead role in this area. Our core values of trust, encouragement and mutual respect shape our interactions with each other and those outside the School.

Professional development is highly valued at Wycombe Abbey and all staff are encouraged to participate in a vibrant and robust professional development programme offering a range of opportunities including inspirational speakers, workshops, accredited courses, conferences, coaching and mentoring.

All staff at Wycombe Abbey are encouraged to embrace and be part of boarding school life and are linked to a boarding house when they join. Staff are welcome to participate in House activities, such as trips and events and all are invited to school events throughout the year.

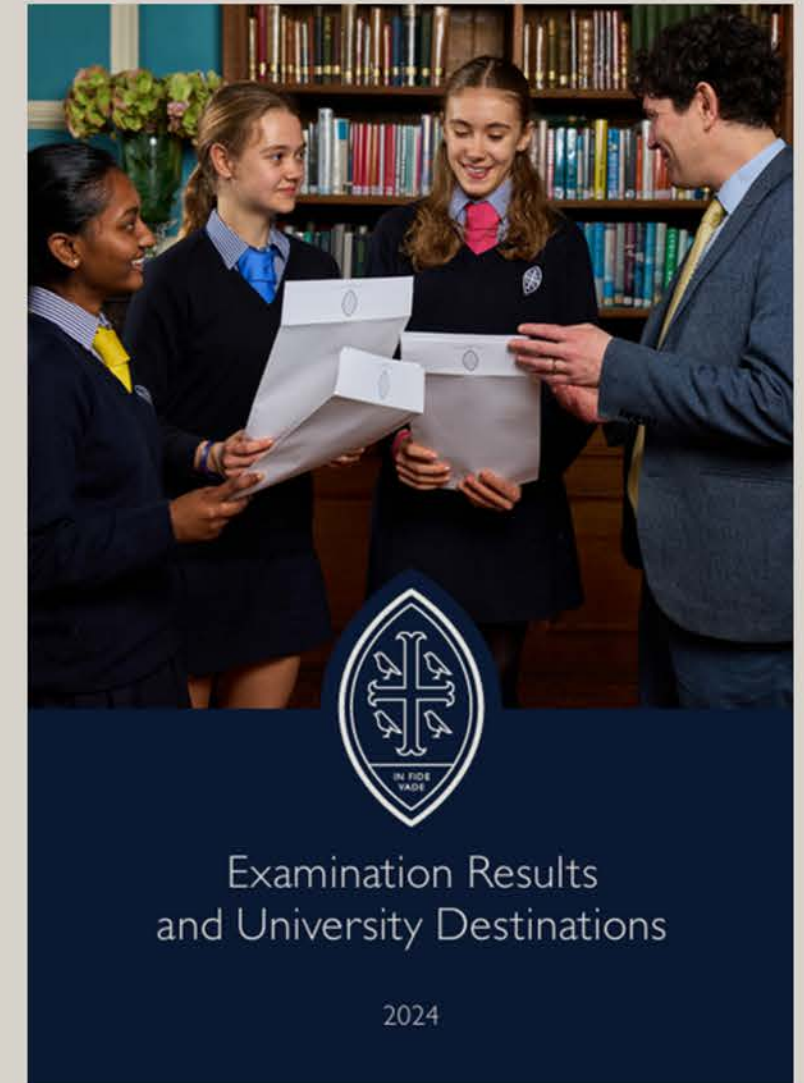
We provide a variety of employee benefits which we are continually adding to, some of which are listed below.

Benefits of Working at Wycombe Abbey

- A focus on staff wellbeing with a dedicated Wellbeing Committee chaired by the Headmistress. Events and activities include regular get togethers, a walking club and book-swap.
- Free parking provided on-site.
- Free use of the Sports Centre including swimming pool, gym and courts/pitches.
- Fee remission for daughter(s) who are eligible and meet the School's entrance criteria is applicable.
- Prep School Fee Remission is available with selected preparatory schools for children who are eligible and meet the relevant entrance criteria is available.
- All eligible staff enrolled automatically to the School's Defined Contribution pension scheme.
- Invitations to school productions and concerts throughout the year.
- Salary sacrifice on electric vehicles.
- Easy access to London (24 minutes to Marylebone), the Chiltern Hills and attractive towns such as Marlow, Henley-on-Thames and Beaconsfield. Heathrow is also just 20 miles away plus good transport links to other London airports.
- Provision of meals and refreshments all year.
- Provision of laptop during tenure at the School.
- Generous training and development scheme with regular whole staff in-house and external training.
- Free eye tests.
- Use of the School Library to borrow books.
- Access to the Employee Assistance Programme.
- Cycle to work scheme.
- Free will writing.

University Destinations and Results

Wycombe Abbey has a long tradition of academic success. The learning environment is supportive, yet challenging, and our teaching specialists communicate a genuine love of their subject, encouraging all our pupils to pursue an intellectual curiosity beyond the curriculum.



The Role: Domestic Services Manager

Wycombe Abbey seeks to appoint a Domestic Services Manager to lead the provision of an efficient, proactive and organised domestic and cleaning service to the School. The Domestic Services Manager is responsible for a team of approximately 60 Domestic Assistants and Laundry staff in the day-to-day delivery of cleaning and hygiene services across the site.

Department Structure:

The Domestic Services Department is organised into six teams of 8 - 12 Domestic Assistants, with each team led by a dedicated Domestic Team Leader. There are four daytime teams that generally operate from 6:00am - 3:00pm, and one evening team that operates from 4:00pm - 8:00pm, from Mondays to Fridays. There is one Saturday team that operates from 7:00am - 3:00pm. The Main Laundry has a team of three staff.

Reports to:

The Bursar; all staff are ultimately responsible to the Headmistress.

Contract:

This is a permanent, full-time contract.

Hours of work:

40 Hours per week, 52 weeks per year. Hours include a one-hour unpaid lunch break for each shift. In order to support School Operations and events, regular work during early mornings, evenings and at weekends will be required for which time of in lieu will be given.

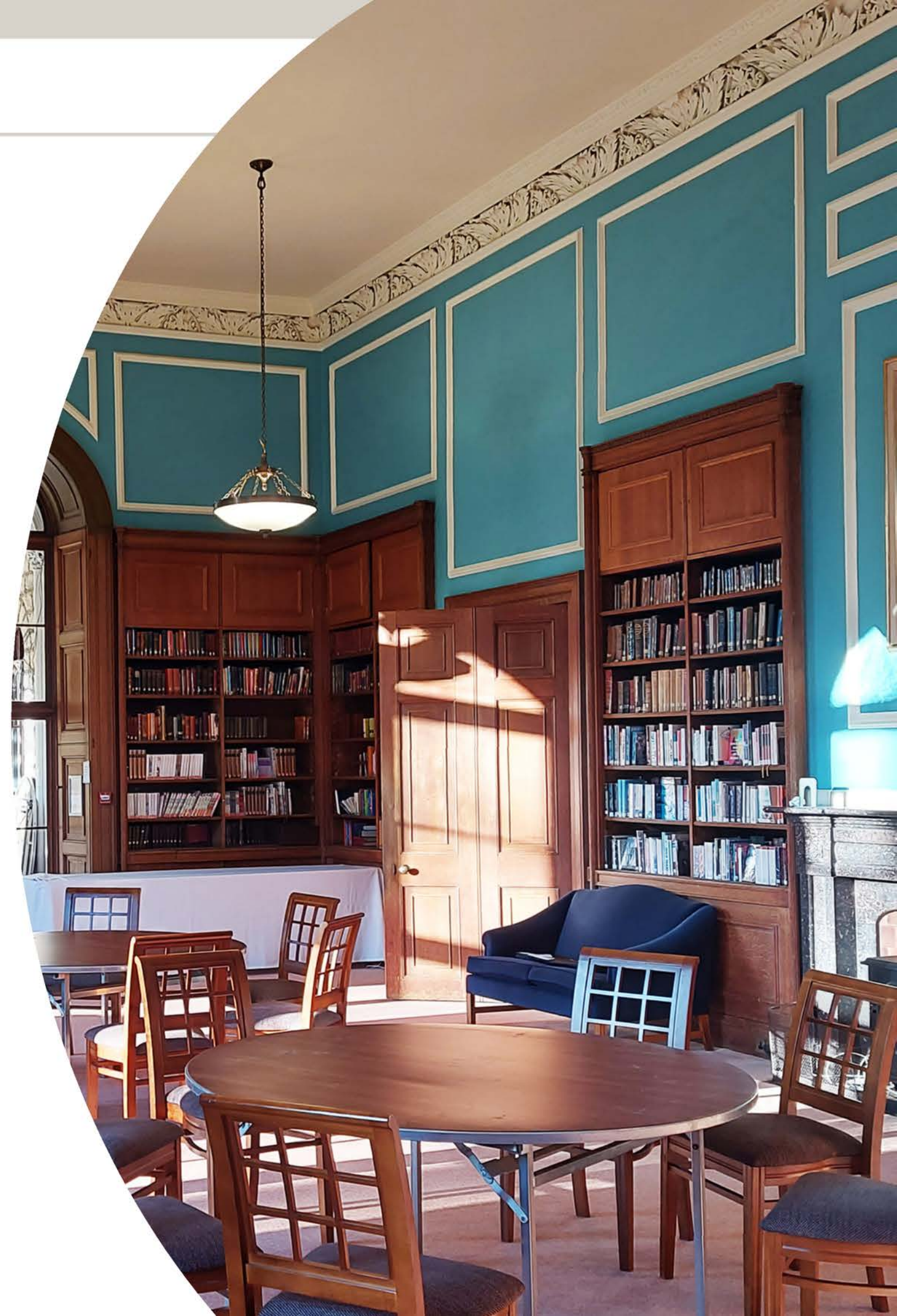
Salary:

£35,000 - £40,000 per annum, depending on skills and experience.

Key Responsibilities

Domestic Services and Cleaning

- Ensure the School buildings are cleaned and serviced to the standard expected in keeping with the School's prestigious reputation.
- Review and, if necessary, revise systems of working and equipment usage to ensure the Domestic Services operations are being delivered as efficiently and effectively as possible.
- Ensure safe storage and use of all equipment, materials, chemicals and linen.
- Ensure all domestic and cleaning equipment is safely maintained on a regular basis.
- Engage and supervise contractors for specialist tasks such as the cleaning of curtains, windows, ovens, and carpets.
- Monitor and identify hazards, damage or deterioration around the site, and report issues to the Estates Department to address any repairs.
- Prepare and review all departmental risk assessments, and implement and review safe working practices.
- Maintain a close working relationship with Estates Manager and the Pastoral team in respect of boarding house requirements, maintenance issues and Estates works.
- Working closely with the School Operations team and the Commercial Manager, ensure that facilities are cleaned and prepared for events and activities as required, both during term-time and for holiday lettings.
- Ensuring an efficient laundry service is provided for pupils and other School requirements.



The Role: Domestic Services Manager

Department Management

- Lead, manage and develop all staff in the Domestic Services Department.
- Manage department staffing levels to ensure that a standard of excellence is maintained at all times.
- Act as an effective team-builder by supporting all team members and fostering a productive, collaborative, mutually supportive and respectful culture within the Domestic Services Department.
- Work closely with the HR Department to manage all recruitment activity and any disciplinary/capability/grievance related issues.
- Ensure that all Domestic staff complete their statutory training to the required frequency, including Fire Safety, COSHH, manual handling and safe use of equipment.
- Oversee and sign off the annual appraisal review process for the Domestic Services Department in support of the Deputy Domestic Services Manager and Domestic Team Leaders.
- Carry out all administration in respect of the Domestic Services Department.

Financial Responsibility

- Plan and manage the Domestic Services budget, liaising with the Finance department as required, and alert the Bursar of any potential for overspend.
- Contract appropriate suppliers for specialist services when required, ensuring best value for money at all times.
- Place and authorise purchases required for the department.

Person Specification

Specialist Knowledge and Experience

- Experience of managing a domestic services, housekeeping or similar function in a complex environment.
- Experience of managing large teams, including recruitment, appraisals and carrying out day-to-day line management tasks.
- Experience of managing a departmental budget and the procurement of supplies and services at best value for money.
- Previous experience of working in a Boarding School environment is desirable.
- Level 3 NVQ Diploma in Hospitality Supervision and Leadership, Hospitality Management or similar is desirable.
- In-depth understanding of Health and Safety at Work regulations.
- Up-to-date knowledge of materials and equipment used in specialist and day-to-day cleaning.
- Thorough working knowledge of Microsoft 365 (particularly Word, Excel and Outlook).
- Hold a First Aid certificate or be willing to be trained in First Aid.

Leadership

- Lead by example and demonstrate authority, respect and trustworthiness.
- High standards of discipline and integrity, whilst able to exercise total discretion and uphold confidentiality.
- Able to supervise allocation of workload and to monitor smart use of resources.

Attention to Detail

- A systematic and thorough approach to work, with meticulous attention to detail.
- Ability to provide a high standard of administrative work.



The Role: Domestic Services Manager

Teamworking

- Develop effective and supportive relationships with colleagues, both internal and external, both in terms of social interaction and positive support with team workload.
- Consideration and sensitivity towards others; discreet, trustworthy and loyal.

Customer Focus

- Understanding of the need to meet or exceed customer expectations, whether external hirers or internal stakeholders, in the delivery of services.

Communication

- Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience. Pro-active in advising colleagues of the status of tasks and due key information.
- A confident communicator, able to instruct the Domestic Services Department in the allocation and monitoring of their work as required.

Organisation

- Can organise time effectively, creating work schedules, prioritising workload and meeting deadlines.
- Can work independently, remain calm under pressure, organise time effectively and use initiative when working unsupervised.

Flexibility

- Ability to adapt to changing demands and conditions with the clear understanding that the boarding school environment is a 24-hour operation, requiring a flexible working approach.
- Practical and pragmatic; prepared to work outdoors on occasions.
- Willingness to adapt and acquire new skills.

Engagement

- An understanding of and belief in, the aims and ethos of independent education in general, and single-sex and boarding schools in particular.

Driving License

- The post holder is required to have a full and valid UK drivers license.

Safeguarding

Wycombe Abbey is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an Enhanced Disclosure and Barring check.



Terms of Appointment

A formal contract of employment will be drawn up on appointment.

- Contract
 - This is a permanent, full-time contract.
- Appointment Date
 - June 2025.
- Salary
 - £35,000 - £40,000 per annum
- School Fee Remission
 - Fee remission is available subject to the usual entry requirements and space being available.
- Prep School Fee Remission
 - Fee remission with selected preparatory schools for children who are eligible and meet the relevant entrance criteria is available.
- Pension Scheme
 - The School offers membership of the School's Defined Contribution Pension Scheme.
- Death in Service Cover
 - Life cover at 4 x annual salary.
- Equal Opportunities
 - It is the policy of Wycombe Abbey to ensure equality of opportunity for all members of staff, both teaching and non-teaching.
- Safeguarding
 - All staff share responsibility for promoting and safeguarding the welfare of pupils and must adhere to, and comply with, the School's Safeguarding and Child Protection Policy at all times.
- Pre-Employment Checks
 - The appointment is subject to an Enhanced Disclosure and Barring check.



Wycombe Abbey Community

Wycombe Abbey is a welcoming and vibrant community of 420 teaching and support staff.

Our School is set in 170 acres of parkland within a five-minute walk of the town of High Wycombe. There is easy access to London, the Chiltern Hills and attractive towns such as Marlow, Beaconsfield and Henley-on-Thames nearby.

There are many National Trust properties within five miles such as Hughenden Manor, Disraeli's home for many years, West Wycombe Park and Cliveden.

There are outstanding primary, prep, and secondary (including grammar) schools in High Wycombe itself and also in surrounding towns. London is within easy reach, with the fast train from High Wycombe to London Marylebone taking just 24 minutes. Oxford and Bicester Village are within 30 miles, with a direct train link. Wembley Stadium and Heathrow are just 20 miles away and there are good transport links to other London airports.

There is a range of committees that staff can join including Staff Wellbeing, Equity, Diversity and Inclusion, CPD and others. The Staff Wellbeing Committee organises staff wellbeing and social events on a regular basis, which are well attended.



Follow us on social media:
@WycombeAbbey



Closing date: 3 April 2025
Interviews: Week commencing 14 April 2025

To apply, please fill in an online application
by clicking Apply Now.

We are an equal opportunities employer.
Registered Charity No. 310638



If you have any questions, please do not hesitate to contact
the HR Team on 01494 895575
or hr@wycombeabbey.com.