



Job Description

Job Title:	Business Operations Co-ordinator
Salary Arrangements:	Level 5 25.1-29
Reporting to:	Business Operations Manager
Responsible for:	Arbour Vale School & associated AVS sites.
Important relationships:	Student and carers, teaching and non-teaching staff, suppliers and external contractors, OHCAT & PFI partners.

Job Overview:

The Business Operations Co-ordinator manages daily site operations. Reporting to the Business Operations Manager, the post holder oversees maintenance requests, health and safety compliance, and PFI service standards. This is a proactive role involving contractor coordination, transport logistics, and practical site tasks to ensure a safe, high-performing environment.

Principal Duties and Responsibilities

1. Service Coordination and Quality Monitoring

- Act as the primary administrative link for site requests, monitoring the operations mailbox and logging tasks with correct priority codes.
- Manage the repair lifecycle, tracking jobs to prevent administrative drift.
- Inspect completed works and lead site walkthroughs to ensure PFI specifications for cleaning, waste, and grounds maintenance are met to the requirements of the school
- Collate technical evidence and performance logs for the Business Operations Manager to support Pinnacle review meetings.
- Investigate service failures and implement immediate operational solutions, escalating systemic issues as required.

2. Practical Operations and Technical Support

- Perform practical tasks that fall outside the PFI contract, including furniture assembly and equipment installation.
- Manage the asset lifecycle, including tagging new equipment and maintaining the digital inventory on Parago.

- Conduct termly physical audits of high-value assets and report discrepancies.
- Execute minor repairs and site adjustments to non PFI assets and estate to ensure the environment is curriculum ready.
- Act as the on-site liaison for non-PFI contractors, managing inductions and health and safety protocols.

3. Transport and Fleet Coordination

- Manage daily fleet readiness, ensuring vehicles are clean, charged, or fuelled and charging infrastructure is functional.
- Maintain compliance logs for MOTs, 12-week inspections, and insurance across the electric and legacy fleet.
- Perform routine mechanical checks and light maintenance (fluids, tyre pressure, battery) for all fleet vehicles.
- Liaise with the lease company and external providers for service, maintenance, repairs and statutory testing.

4. Compliance, Health and Safety

- Conduct weekly site tours to identify hazards or maintenance requirements for reporting to Pinnacle.
- Support the Business Operations Manager as a designated Fire Warden Co-ordinator and Lockdown Co-ordinator during emergency procedures.
- Assist with the administration of educational visits via the EVOLVE system, with a view to qualifying as a sign-off manager following completion of future training.

5. Contractual Support (SCF)

- Collate and check data and financial submissions for the Short Breaks Services contract.
- Review usage and CYPS records against the SLA before passing them to the Business Operations Manager.
- Maintain compliance folders for seasonal club staff, including DBS records and consents.
- Provide data summaries to assist the Business Operations Manager with contract monitoring and strategic alignment.

Additional notes

- Job Descriptions are to be reviewed annually.
- The responsibilities listed above are the essentials of the post; it is always open to the postholder to propose ways of extending these responsibilities.

Person Specification for the Business Operations Co-ordinator

The Person Specification shows the abilities and skills you will need to carry out the duties in the Job Description. Shortlisting is carried out based on how well you meet the requirements of the Person Specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your Application Form. If you are selected for interview, you may be asked also to undertake practical tests to cover the skills and abilities shown below.

Area	Requirement	Essential/Desirable
Education, Training and Work Qualifications	Recognised training/qualifications associated with caretaking/DIY activities desirable	Essential
	Driving license (all new appointments will be required to have a clean, valid driving license).	Essential
	Valid MIDAS training to coaching level (training available)	Desirable
	Maths and English GCSE grade C/4 or equivalent	Essential

Knowledge	Knowledge of basic site maintenance and good practice in building services, i.e. heating, plumbing, carpentry, electrical, security etc.	Essential
	Knowledge of H&S regulations and legislation include COSHH	Essential
	Knowledge of MS Office systems, intermediate level.	Essential
	Knowledge of Safeguarding Children and Vulnerable Adults	Desirable
Skills and Abilities	Demonstrable attention to detail	Essential
	Ability to plan and prioritise a range of regular and irregular tasks, and ability to analyse tasks and how they may best be achieved.	Essential
	Good oral and written communication skills.	Essential
	Ability to relate in a professional way with a wide range of personalities.	Essential
Relevant Experience	Experience in building maintenance work and managing maintenance schedules	Essential
	Proven experience of managing contractors and contracts	Essential
	Proven experience of budget and project management	Desirable

Other Requirements	Ability to comply with OHC&AT policies e.g. Safeguarding, Equality & Diversity, Health & Safety.	Essential
	Ability to carry out manual handling tasks, i.e. lifting, climbing and moving of items.	Essential
	Able to work as part of a team; be adaptable and supportive of colleagues.	Essential
	Ability to interact with learners sensitively and flexibly	Essential