



# THE BISHOP FRASER TRUST

A CHURCH OF ENGLAND MULTI ACADEMY TRUST

## JOB DESCRIPTION

<b>Job Title:</b>	Business Operations Manager	<b>Department/Group:</b>	Support Staff
<b>Level/Salary Range:</b>	Grade I – J SCP 31 - 39	<b>Reporting to:</b>	Headteacher & CFO
<b>Contract term:</b>	Permanent All Year Round	<b>Hours per week:</b>	37 hrs

### Vision Statement

***“To allow all children to experience ‘life in all its fullness’, no matter what their starting point” by:***

- Offering a high quality, inclusive and distinctive education
- A caring and nurturing environment based on our Christian values
- Recognising the unique nature of each child.

### Main Objectives of Role:

Responsible for the day-to-day management of the school’s business operations, including the management of non-centralised finance and HR functions, school administration, catering, IT and estate management; ensuring staff conform to any central policies and procedures and systems as directed by the central trust team.

Line management of:

- Business Operations Assistant
- Site Manager
- Administration or Office Manager
- Catering Manager (this post has dual line management and accountability to Trust Catering Manager for strategic and compliance matters)
- ICT Network Manager (this post has dual line management and accountability to Trust IT leads for strategic and other significant matters)

The post holder is responsible for the overall management, leadership and development of these designated school support staff and responsible for ensuring an efficient and effective service is provided. This includes effective team communication, induction, training and appraisal. For dual line managed posts, training and development should be agreed jointly.

In carrying out the responsibilities set out below, the Business Operations Manager will ensure that there is strict adherence to financial propriety and employment law and support the Headteacher to deliver a financially secure school with a workforce which feels valued and which meets the needs of the school partners and stakeholders.

### Job Description:

#### **General Responsibilities**

**Professional judgement and decision-making, including but not limited to:**

- Representing the school, being a senior colleague and part of the ‘public face’ of the school team
- Being equipped to exercise considerable initiative with wisdom and minimum guidance in performing all duties of the post, seeking necessary advice where appropriate
- Continuously reviewing, improving or designing key processes, procedures and systems within your role

- Applying a strong sense of vision and commitment to customer service provision and quality assurance
- Undertaking tasks below your paygrade when necessary to role model the desired teamwork ethic, both when urgent or unexpected tasks need to be completed and also when there is a shortfall in staff cover.
- Contributing to and sharing in the corporate life of the school
- Dealing effectively and calmly with emergencies, should they arise

**Finance responsibilities:**

- To support the management of school expenditure, revenue and capital budgets in accordance with the Trust Handbook, the trust Scheme of Delegation and Financial Procedures Manual.
- To monitor school accounts and provide regular financial reports as requested by the CFO to advise decisions taken by governors and the Headteacher.
- To assist in the preparation of draft budgets in consultation with the Head, CFO and Trust Finance Manager
- To be confident in the use of financial management information, especially benchmarking tools, to compare value and efficiency with similar organisations and advise accordingly.
- To be confident in the use of budgeting and forecasting software
- To suggest and research opportunities to create budget efficiency savings, working across the trust and in line with trust strategy
- To oversee the work of the Business Operations Assistant and be responsible for the effective day to day management of financial administration procedures including:
  - Ensuring orders and invoices are appropriately authorised and completed before forwarding to the central finance team for processing; and undertaking such communications and preparatory work to implement and improve this process
  - The reconciliation of school bank account, ensuring that a reconciliation is undertaken at least once per month in line with the financial procedures manual
  - Undertaking month end duties in line with the trust timetable
  - Maintaining an assets register of “desirable” assets and feeding information into the central trust asset register (i.e. disposals and year end reconciliation)
  - Directing the creation of sales invoices as required by the school
  - Ensuring that the school is receiving all its income entitlement (i.e. by working with SENDCO to reconcile high needs funding)
- Maintaining the petty cash systems for school site and ensuring full disclosure to central team in required format
- Be a main point of contact for staff and SLT for finance matters on a day-to-day basis
- Provide regular reports for budget holders and deal with direct enquiries on all aspects of income and spend
- To administer the free school meals / pupil premium system so that all identified students are monitored and receive their due entitlement.
- Provide advice and relevant financial guidance to staff organising school trips, coaches, minibuses and educational visits (following any central trust policies/procedures).
- Ensure that finance procedures are followed throughout school and that budget holders have sufficient information and guidance to manage their budgets effectively
- To be responsible for the supervision of receipt, balancing and banking of all school meal monies and the administration of the school’s cashless catering and on-line payment systems
- Provision of information to central team to allow confirmation of receipt of GAG and other such income

- To undertake validation checks on the monthly payroll reports in relation to academy staff (including as directed by central trust team)
- To support the CFO and Finance Manager in the preparation of all financial returns for the ESFA, Local Authority and other central and local government agencies within statutory deadlines.
- To maximise income generation including writing of miscellaneous bids and securing funds for the school or trust.
- To liaise and provide all information required by the Trust's auditors and together with the finance team implement any recommendations.
- To support any school claims for insurance and offer advice to staff on the school's insurance policies where necessary.
- To support the various requirements (including financial), arising due to the shared site arrangements

## **HR**

- Ensure that staff absence, recruitment, appraisal, disciplinary, grievance, capability, probationary and induction policies and processes are administered in accordance with employment law and with advice from the Trust Central HR team
- Ensure any recommended/ required HR risk assessments are completed such as maternity and stress risk assessments
- Act as the link person for HR issues within school, seeking advice from the Trust Central HR team as required
- Ensure the appropriate requisitions and paperwork for adverts for vacancies, appointments and contractual changes are submitted to the central HR team in stated timescales.
- Support the Headteacher and SLT by taking notes in HR meetings where the presence of central HR is not required
- Ensure staff absences are accurately recorded in HR System by the Business Operations Assistant and that line managers complete return to work interviews
- Oversight of staff training records and manage the staff training budget in partnership with the SLT link for CPD
- Lead on the organisation of recruitment interview processes in your school, including scheduling of selection activities, arrangement of rooms and refreshments and liaising with department staff on suitable lesson planning topics and classes to be used for lesson observations.
- Ensure annual safeguarding and other self-declaration forms/ staff privacy notices etc. are issued, completed, returned and filed on personal files.
- Ensure the single central record is maintained and kept updated for any new staff, leavers, governors, supply and agency staff and other regular visitors
- Ensure the correct authorisation and processing of any staff additional hour claim forms and liaise with payroll to resolve any staff payroll queries
- Assist in the completion of annual school workforce census.
- Conduct reviews of the school's staffing structure to ensure effective deployment of staff and financial efficiency

## **Catering Management**

- Liaise with the Catering Manager to ensure the provision of a high quality, cost effective school catering service, with an effective and efficient service; ensuring that this aligns with trust strategy
- Preparation of management information to prepare monitoring reports relative to the catering in-house trading activities in line with Trust guidance

- Reconcile catering income for both paid and free meals
- Liaise with contractors relevant to the school's cash collection and on-line payments systems
- Assist in the preparation of a capital equipment replacement programme
- Maintain school information to support the smooth delivery of the catering function in school and to respond to enquiries from external agencies when required
- Work within trust systems or procedures as directed (supplier framework, ordering systems, allergen practise etc.)

**Premise's responsibilities: -**

Liaise with the Site Manager regarding: -

- Evaluation and preparation of long-term development/refurbishment plans to the school premises.
- Support preparation of bids for additional capital funding
- Investigate grant funding opportunities and prepare bids for additional building projects
- With the support of the Site /Facilities Manager, maintain and develop the school Asset Management Plan;
- Letting of school premises with particular regard to value, income generation, health and safety requirements, effective use of the school buildings and its grounds and impact on the organisation of the school (and with School Lettings Service where applicable)
- In collaboration with the Site/Facilities Manager, lead building projects and liaise with the site manager to ensure deadlines are met and work is completed to the appropriate standard until the work is complete.
- Work with any trust lead in regard to trustwide funding or prioritisation of asset plans

**Health and Safety responsibilities**

(In liaison with the site manager)

- be responsible for health and safety issues specific to the school and know how they relate to students, staff, visitors and contractors; complying with requirements for Health & Safety at Work Act and other legislation
- oversight of the school transport strategy ensuring value for money and safety requirements are met
- lead senior staff and governors on health and safety issues affecting the school;
- provide regular feedback to SLT on health and safety issues; complete trust H&S returns or systems
- produce action plans to address health and safety concerns and monitor their completion;
- identify training needs to help address health and safety concerns throughout the school and work closely with the Senior Leader responsible for CPD to meet these needs;
- lead the school's Health and Safety meetings and agendas;
- act as the school's Health & Safety Co-ordinator and Fire Officer and lead on the fire evacuation and emergency invacuation procedures;
- take responsibility for the induction of new staff on health and safety matters.
- Work within trust systems or procedures as directed

**ICT responsibilities**

- to work closely with the Trust IT lead in preparing business plans related to ICT development to ensure that ICT plans directly link with the Trust Strategic Vision, School Improvement Plan and support student progress;
- Together with the Trust IT lead, maintain and develop an ICT replacement programme.

### **Other responsibilities**

- Maintain the school's risk register
- Support and promote sound business planning practises for all aspects of the school's business, which ensures adequate and appropriate mechanisms in place for the management of risk and disaster recovery;
- Establish good working relationships with outside agencies as necessary;
- Attending fortnightly Leadership and Management meetings with the Headteacher and Curriculum Deputy Headteacher with regard to future staffing requirements and liaising with the CFO and central HR with any recruitment plans
- Provide information on request to support the Headteacher and Governors with long term strategic plans for school development in relation to finance, health and safety and estate management;
- Attend SLT meetings as required to report on matters pertaining to your areas of responsibility
- Attend relevant LGB meetings providing reports as required
- To ensure that in all its aspects, the school's work is of high quality and promotes continuous improvement.
- To support with morning, break and lunchtime duties as directed by the Head

### **Administration**

- Line management of the administration or Office manager.

### **Communications**

- Play a key role in the communication of budget expenditure, finance procedures and protocols to the staff body
- Be responsible for ensuring staff have the relevant training on finance systems to be confident and proficient in its use.
- Ensure that contact with a wide range of people is courteous, supportive and professional, and that complex queries and potential conflict situations are well-handled
- Oversee and deal with staff queries, deciding on what action needs to be taken and seeking advice from the CFO/Head of HR as required.
- Foster effective and developing relationships with the wider community, other schools and external organisations
- Update relevant areas on the staff intranet

### **General responsibilities**

- Organise and carry out where appropriate training for staff members on INSET days and at other times
- Meet regularly with the CFO and Headteacher
- Any other duties as reasonably required by the CFO/Senior leadership team.

### **Safer Recruitment Statement**

**The Bishop Fraser Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

### **All staff employed by the Bishop Fraser Trust are expected to:**

- uphold and promote the Trust's vision
- uphold and promote the Christian ethos of all schools in the Trust

- support and contribute to the achievement of all students academically and pastorally
- support and contribute to the Trust's responsibility for safeguarding all students
- undertake professional training to enhance personal development and job performance;
- Comply with all Trust and individual school policies and procedures including safeguarding, child protection, health, safety and security, confidentiality and data protection
- maintain high professional standards of attendance, punctuality, appearance, conduct and positive relationships with all pupils, parents/carers, colleagues, governors, trustees and members; treating everyone with dignity and respect
- share best practice, expertise and skills with others
- Seek to be positive and build up the common good through their own individual contribution to the life of their school
- Offer ideas and suggestions for making things better
- Engage actively in the appraisal and performance review process
- Seek to develop a better work/life balance
- Appreciate that whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified in this job description
- Work within the Trust and individual school's Health & Safety Policies to ensure a safe working environment for all staff and pupils.
- Follow any reasonable request from the Headteacher or SLT to undertake work of a similar level that is not specified in this job description.
- Be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
- Promote equality and celebrate diversity, seeking to reduce disadvantage, and to encourage aspirations and participation from people who might not otherwise join in.

This job description is current at the date shown, but following consultation with you, may be changed by the Headteacher or SLT to reflect or anticipate changes in the job which are commensurate with the salary and job title. It allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out. The above responsibilities are subject to the general duties and responsibilities contained in the statement of conditions of employment.

**Last Updated:**

October 2024

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_



## PERSON SPECIFICATION

	<b>Business Operations Manager – CRITERIA</b>	<b>Essential / Desirable</b>
<b>Work related circumstances – professional values and practices of The Bishop Fraser Trust</b>	High expectations of all students; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	E
	Ability to build and maintain successful relationships with students, treat them consistently, with respect and consideration and demonstrate concern for their development as learners	E
	Commitment to the Trust's Christian ethos and educational purpose, demonstrating and promoting the positive values, attitudes and behaviour they expect from the students with whom they work	E
	Ability to work collaboratively with colleagues and carry out role effectively, knowing when to seek help and advice	E
	Able to liaise sensitively and effectively with parents and carers recognising their role in student learning	E
	Able to improve their own practice through evaluations and discussion with colleagues.	E
	Flexible with an ability to be able to embrace and generate change	E
<b>Personal Qualities</b>	Self-motivated and personally resilient	E
	High levels of personal integrity, discretion, honesty, reliability and self-awareness	E
	Conscientious and diligent work ethic	E
	High standard of personal presentation with an excellent attendance and time-keeping record	E
	Exacting standards, with high levels of attention to detail and accuracy	E
	Patience, kindness and understanding	E
<b>Professional Dispositions</b>	Pro-active in using initiative	E
	The ability to meet and greet visitors, staff and students warmly, confidently and professionally, focussed on meeting customer needs and satisfaction	E
	Maintains a positive outlook at work	E
	Willingness to take a hands-on approach as necessary	E
	Flexibility, on occasions and within reason, in approach to working hours (evening governors' meetings etc.)	E
<b>Qualifications</b>	5 GCSEs or equivalent A*-C, including Maths and English at C grade or higher.	E
	Significant finance experience in a work environment	E
	Willingness to train as a Fire Warden and First Aider if required	E
	Relevant Finance or Business Qualification at Level 4 (e.g., fully AAT qualified or diploma for school business managers) or part qualified and willing to work towards qualification or qualified by experience	E
<b>Experience, Skills and Knowledge</b>	Of working in a financial background (ability to set significant budgets, monitor and forecast spend, and highlight variances from budget)	E
	Working within a Scheme of Delegation/ Financial Procedures Manual; challenging spending plans; being able to raise concerns to the CFO.	E

	<b>Business Operations Manager – CRITERIA</b>	<b>Essential / Desirable</b>
	Working to HR procedures and knowing when to involve more senior staff/central HR teams	E
	Experience within a similar role in the education/business sector	E
	Good IT skills including the use of intermediate level functions of Microsoft Excel and ability to use finance system (e.g. PS Finance), to be able to interrogate data, produce reports and present to a wide range of audiences.	E
	Strong initiative, analytical, problem-solving and strategic thinking skills; able to think laterally and to accurately anticipate intended (and potential unintended) consequences of differing courses of actions	E
	Excellent organisational and planning skills, demonstrated flexibility in order to achieve targets.	E
	Be able to produce information required centrally for month and year end financial returns.	E
	Be aware of Audit demands and the necessity for financial compliance to the organisation's financial regulations	E
	Be able to produce accurate management reports and statistical analysis suitable for a range of stakeholders including non-financial managers	E
	To understand how to operate under agreed financial systems and procedures especially relating to procurement, order processing, sales invoices, inventory, external grant funding, bank accounts, cashless catering, budgeting and cash flow monitoring, lettings and income generation; and promote these procedures to all staff and budget holders (although many of these activities are controlled by the central team).	E
	Be able to streamline processes and identify and implement continuous improvement	E
	Excellent communication and interpersonal skills to engage colleagues at all levels, including those without financial expertise	E
	Able to work constructively as part of a team, understanding school and trust roles and responsibilities and your own position within these.	E
	Able to manage staff and having the ability to persuade, motivate, negotiate and influence	E
	General knowledge and understanding of operational business management including finance, HR, ICT, Health and Safety, Catering and Site Management	E
	A good understanding and ability to work within the rules of relevant policies, legislation and good practice relating to schools, particularly Data Protection, Child Protection and Safeguarding	E
<b>Safeguarding of Children and Young People</b>	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E