



**TAME RIVER
EDUCATIONAL
TRUST**

Office & Operations Manager – Hyde High School

**Great schools in which to learn, teach and belong.
Welcome to Tame River Educational Trust**

Job description	
The Tame River Educational Trust and its schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
Job Title	Office & Operations Manager
Reporting to	Headteacher
Hours & Salary	36 hours per week, term-time plus 2 weeks. The role is paid at Grade H on the support staff scale, which is currently £36,043 – £40,772 (£39,862 - £45,091 full-time equivalent)
Role Overview	<p>The postholder will provide strategic leadership for the school’s business and resource functions, overseeing the effective management of administration, health and safety, first aid provision, and the PFI estate. The role ensures these areas operate efficiently and in alignment with Trust-wide policies and procedures.</p> <p>This job description is written at a specific time and is subject to change as the demands of the Academy and the role develops. The role requires flexibility and adaptability, and all employees need to be aware that they may be asked to perform tasks and be given responsibilities not detailed in this job description.</p>
Child Protection and Safeguarding	The successful candidate must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. It is the post holder’s responsibility for promoting and safeguarding the welfare of children. You will comply with Child Protection and Safeguarding Policies, and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children.
Main duties and responsibilities	<p>Leadership and Operational Management</p> <ol style="list-style-type: none"> 1. Provide high-quality operational leadership across all areas of responsibility, ensuring effective day-to-day running of services. 2. Line-manage administrative and operational support staff, through regular supervision, target setting, and performance review. 3. Oversee student services and ensure efficient, responsive support for students, staff, and visitors. 4. Maintain a current understanding of Trust policies and ensure these are implemented effectively within operational practice. 5. Ensure all policies within remit are up to date, compliant, and embedded in practice. 6. Attend relevant meetings, including those outside core hours, as required by the Headteacher or COO. <p>PFI Contract and Estates Management</p> <ol style="list-style-type: none"> 1. Act as the school’s lead contact for all matters relating to the PFI contract, ensuring effective contract management and compliance.



2. Monitor the delivery of all PFI services (including catering, cleaning, site, and maintenance), ensuring standards meet contractual requirements.
3. Lead monthly PFI/site review meetings with all stakeholders, driving performance and resolving issues.
4. Produce, maintain, and present PFI performance, compliance, and financial monitoring reports.
5. Undertake checking, validation, and sign-off of PFI invoices, ensuring accuracy and adherence to contractual terms.
6. Manage and monitor lifecycle, maintenance, variation notices, and contractual contributions, ensuring value for money and compliance.
7. Raise, track, and resolve service failures, ensuring appropriate escalation and contractual challenge where required.
8. Ensure all contractors working under PFI arrangements are appropriately inducted, supervised, and compliant with site requirements.
9. Liaise with the Trust and PFI provider to ensure effective contract governance and dispute resolution.
10. Report and manage damage to the estate, including that caused by students, in line with contract requirements.

Health and Safety

1. Act as the school's Health and Safety Lead, ensuring compliance with all relevant legislation and Trust requirements.
2. Lead health and safety audits in collaboration with external providers and the Trust.
3. Maintain accurate accident and incident records and ensure statutory reporting is completed.
4. Coordinate and oversee completion of risk assessments, including support for staff adjustments where required.
5. Lead termly health and safety meetings and contribute to Trust-wide health and safety forums.
6. Manage the health and safety budget and ensure appropriate resource allocation.
7. Oversee and coordinate the school's first aid provision in collaboration with the First Aid Officer.

Administration and Business Operations

1. Lead and manage the school administrative function, ensuring efficient, professional, and responsive services.
2. Ensure effective front-of-house operations, with all enquiries handled promptly (within 48 hours).
3. Develop and maintain systems and processes to support effective administration across the school.
4. Work collaboratively with admissions and attendance leads to support operational processes.
5. Support financial processes including petty cash, school safe management, and procurement activities.
6. Contribute to the administration of Pupil Premium funding, supporting access to trips and resources.
7. Work with the Headteacher's PA to coordinate and standardise communications and templates.

	<p>Educational Visits and Transport</p> <ol style="list-style-type: none"> 1. Oversee the administration and coordination of all educational visits, ensuring compliance with policy and procedures. 2. Manage logistics including transport, staffing, registers, FSM provision, and medical needs. 3. Ensure risk assessments for trips are robust, compliant, and completed on time. 4. Liaise with finance teams, venues, and transport providers to ensure best value and effective planning. 5. Manage the school minibus, including maintenance, compliance checks, and usage protocols. <p>General Estates and Operational Oversight</p> <ol style="list-style-type: none"> 1. Act as a key point of contact for all estate-related issues, ensuring timely resolution through the PFI provider. 2. Proactively identify, troubleshoot, and escalate operational issues affecting the school environment. 3. Ensure the Trust's insurance arrangements are adhered to and supported at school level. 4. Support compliance with all statutory inspections and record-keeping requirements. <p>As a member of staff, you are expected:</p> <ol style="list-style-type: none"> 1. To safeguard all students, promoting their safety, health, and welfare in accordance with school policy, both on the school premises and on school activities elsewhere. 2. To follow and uphold all school policies and be an excellent ambassador for the Trust and Hyde High School. 3. To have a responsible and diplomatic approach to matters of a confidential nature. 4. To ensure awareness of what is happening in and around the school; checking and responding to school emails regularly and at least once every school day. 5. To develop yourself through engaging with CPD, including ICT training, in order to maximise effective use of all school systems. 6. To undertake any other duties that might be reasonably requested, by the Trust CFO, the Headteacher, and any other member of the Trust Executive Team. Any request will correspond with the general character of the post and are commensurate with the level of responsibility.
<p>Health and Safety</p>	<p>The post holder must, at all times, work within the requirement of the Health and Safety at Work Act 1974, current Health and Safety legislation and the School's and LEA's policies and procedures. The postholder is responsible for their own Health and Safety, as well as that of their colleagues.</p> <p>All Trust schools are non-smoking sites.</p>



General

This job description may be reviewed at the end of each academic year or earlier if necessary. In addition, it may be amended at any time in consultation with the post holder. The post holder will be expected to participate in the Academy's appraisal programme and to participate in appropriate staff training and development activities.



Person Specification			
	Essential	Desirable	Method of assessment
Qualifications	<ul style="list-style-type: none"> • A relevant qualification in operations or administrative management. • Evidence of continuing professional development. 	<ul style="list-style-type: none"> • Educated to degree level in an appropriate subject. • Middle management qualification. 	<ul style="list-style-type: none"> • Production of the applicant's original certificates.
Experience	<ul style="list-style-type: none"> • Operations management within a public/private sector setting. • Experience of managing administrative systems and procedures. 	<ul style="list-style-type: none"> • Experience of office management. 	<ul style="list-style-type: none"> • Contents of the application form. • Interview. • Professional references.
Skills and Knowledge	<ul style="list-style-type: none"> • Knowledge of Data Protection legislative requirements and how to effectively manage a professional office in line with these. • Working knowledge of policy and practice regarding health and safety and human resources • Ability to manage people effectively • Ability to prioritise conflicting demands and thrive under pressure • Ability to take a problem-solving approach to tasks and develop valid and financially sound solutions • Ability to use management information systems and be able to transfer the experience of using one system to another similar system if the need arises 		<ul style="list-style-type: none"> • Contents of the application form. • Interview. • Professional references.



<p>Personal competencies and qualities</p>	<ul style="list-style-type: none"> • Ability to be flexible and able to respond to the unexpected in a calm, reassuring manner. • Ability to maintain strict confidentiality at all times and in all matters. • Passion for helping children and young people learn • Trustworthiness and integrity. • Ability to form and maintain appropriate relationships and personal boundaries with children and young people. • Ability to engender confidence in young people • A warm, friendly, and patient manner. • Ability to build positive relationships with all students that allow them to achieve to their highest potential. • Discipline and time management skills • A belief in the value of others. • A willingness to learn new skills and approaches and to share experiences with others. • A sense of humour. 		<ul style="list-style-type: none"> • Contents of the application form. • Interview. • Professional references.
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Employee Acknowledgement

I have received a copy of my job description.

I have read and understand the duties of my job.

I confirm that I can fulfil the requirements of the role of Office & Operations Manager – Hyde High School

Signed:

Date: