

# Recruitment Pack

Operations Team Administrator



# Are you our next Operations Team Administrator?

Thank you for your interest in this unique and rewarding opportunity. We're excited to welcome an organised, and service-focused individual to join our team in a role that makes a real difference.

As our **Operations Team Administrator**, you'll coordinate operational works across the school, Including the prioritisation of reactive and planned preventative maintenance tasks for the site team. You will work closely with the site team to provide timely, efficient and effective advice, guidance and support on all elements of Site management, Health and Safety and IT matters to stakeholders.

We're looking for someone who is:

- Calm, empathetic, and emotionally intelligent
- Confident in dealing with a broad range of projects and queries
- Passionate about customer service and high standards
- Proactive, flexible, and solution-focused
- Able to thrive in a fast-paced, ever-changing environment

If you're someone who believes in providing high-levels of customer and administrative support, we'd love to hear from you.

This is a full time (36 hours per week, 52 weeks per year), permanent position paying between £34,416 - £36,522 a year (NJC Scale 6, Scale Point 18 to 22) dependent on experience.

We may consider part year or term time working on a pro rata basis.

We have a fantastic benefits package, including a generous pension scheme with 19.01% employer contributions. For more information, or to arrange a visit to the school, please contact the People and Culture team at [people.team@westleaschool.co.uk](mailto:people.team@westleaschool.co.uk).



**Paul Quinn**



**Renee Flourentzou**



**Melanie Bignold**



# About the school

**Based in the borough of Enfield, we provide education to children and young adults with special educational needs and disabilities, from the ages of 4 to 25. We pride ourselves on creating an inclusive environment where everyone feels welcome.**

Our four campuses – Meridian, Haselbury, Learning for Life and Horizon – serve more than 500 learners and are home to 230 employees.

We're a strong community that works together with the common goal of helping each other to flourish. Our learners leave confident and able to progress onto further education and work.

We're a disability confident employer that's Investors in People accredited, with firmly held values placed at our core.

## THE SCHOOL AT A GLANCE

- There has been a school at Haselbury Road since 1938, which turned into a special school in 1970.
- In 2014, there were 80 learners on a single site. We've grown a lot since then.
- We cater for students with a range of complex special educational needs and disabilities.
- We've expanded rapidly in response to increased demand across the borough of Enfield.
- Throughout their journey, learners develop vital life and work skills, as well as achieve academically.
- Our provision includes the Attendance Support Service (ASU), Home Tuition Service and a post 16 programme that enables learners to go to a local college.
- Our Travel Training Programme enables learners to travel confidently and independently.
- We actively prepare learners for adulthood and the workplace. This is key to what makes us special.
- Learners gain work experience with local employers and through our partnerships with the Enterprise Cooperative Trust (ECT) and Learning for Life Charity (LFLC).
- Our Supported Internship Programme gives young people aged 16 to 25 an opportunity to work. 80% of our interns get jobs and 90% retain them.
- We're a founder member of the Enterprise Cooperative Trust.



# Our why, what and how

In September 2021, we developed our strategic framework. It's a simple image of a school with a roof, four pillars and foundations.

It helps us describe why we exist, what we're here to do and how we're going to do it. Think of it as a roadmap that guides our decisions and keeps us on the right path.

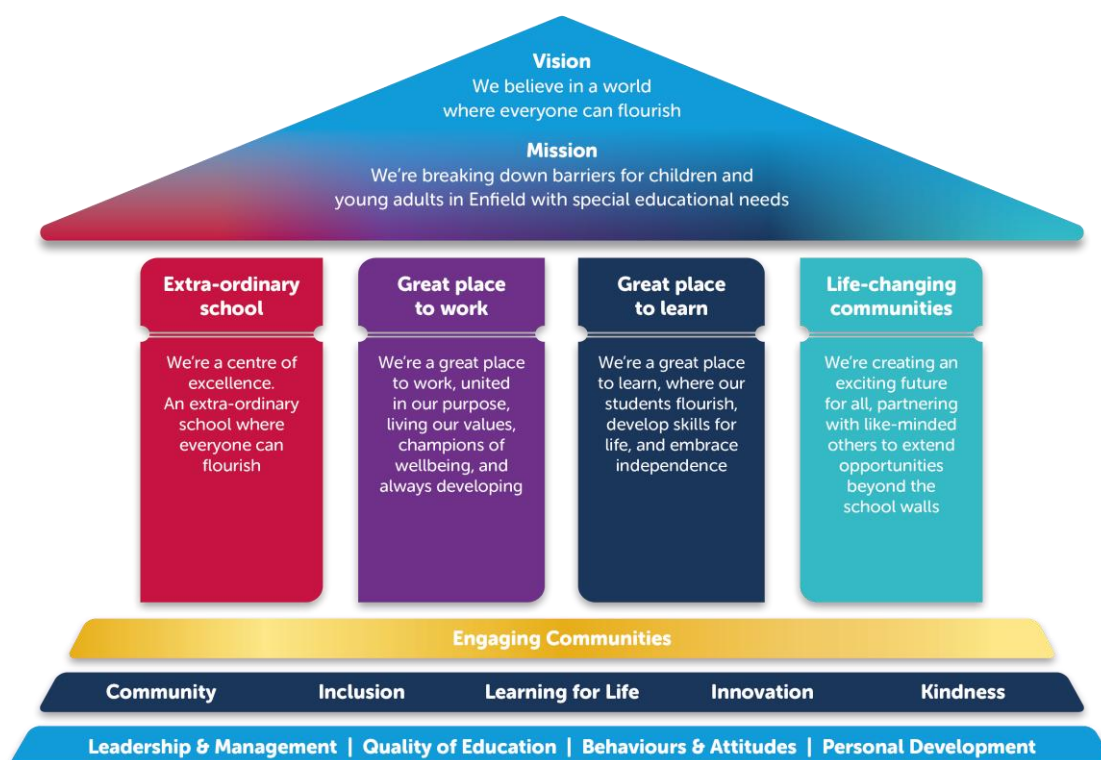
It's a useful model that frames our long-term, high-level school development plan, which we'll be working on for many years to come.

Our vision, mission and values inspire and unite us. Our vision statement explains why we exist; it's our guiding star and something we aspire to. It unites the school with the organisations in our wider family: the Enterprise Cooperative Trust (ECT) and Learning for Life Charity (LFLC).

Our mission statement describes the 'business' we're in and what we're focused on doing today and every day. It reminds us of who we serve and what we do in pursuit of our vision.

The average person spends more than 99,000 hours of their life at work. We believe that a good life is one where you spend this time doing something fulfilling and making a real difference to people's lives. That's what we're all about.

It feels great knowing that what we do each day is helping our people, learners and families to flourish.



# Vision, mission and values

Our vision, mission and values guide, inspire and unite us.

## OUR VISION

We believe in a world where everyone can flourish.

## OUR MISSION

We're breaking down barriers for children and young adults in Enfield with special educational needs.

## OUR VALUES

### Learning for Life

We help learners succeed beyond the classroom. They develop skills, confidence and independence ready for adulthood, further education and work.

### Community

We're one big family uniting together so everyone can flourish. We enable learners to make a difference in the local community.

### Inclusion

We ensure everyone is welcome, feels they belong, and opportunities are open to all. We teach, inspire and support learners to be inclusive and value differences.

### Innovation

We help learners to reach for the stars and overcome obstacles. We challenge everyone to be creative and break down barriers.

### Kindness

We make kindness our default setting. We teach learners to be kind and compassionate to themselves and others. We role model this behaviour every day.

community  
kindness  
learning for life  
innovation inclusion

# One school, four campuses

Our campuses have a shared purpose, and we work together towards common goals.

Regardless of job title, location, or team, everyone has an important role to play in helping each other and our learners to flourish.

The 'golden thread' that runs between the campuses is that we help learners to build independence and confidence as they journey through the school.



## MERIDIAN CAMPUS

Catering for primary aged children, Meridian is based at two architecturally different sites: one a church, and the other a modern, purpose-built school. Learners start their journey by 'Taking Off!'



## HASELBURY CAMPUS

Haselbury is home to Key Stage 3 learners aged from 11 to 14, who are based on one site. We welcome students from Meridian and other local schools. Haselbury learners are 'Flying High!'



## LEARNING FOR LIFE CAMPUS

Spread across two sites, Learning for Life caters for Key Stage 4 students aged 14 to 16. Here, learners are 'Soaring!' and gain independence, attending college and work experience.



## HORIZON CAMPUS

Horizon Sixth is home to our post 16 learners (Key Stage 5) and our Supported Internship Programme. Spread across three sites, there really is 'No Limits!' to what our young people achieve, with many going on to further education or employment.



## AN OUTSTANDING SCHOOL

Ofsted inspected in May 2023 and said we continue to be an outstanding school.

# Our extended family

An outward looking and 'extra' ordinary school, we partner with likeminded people and organisations across and beyond the borough.



Our partners include the Enterprise Cooperative Trust and Learning for Life Charity. These organisations are part of the West Lea family.

We created the trust and charity to extend our reach beyond the traditional classroom. Whilst our curriculum includes life, social and work skills, through ECT and LFLC we provide more opportunity for our learners and others across Enfield.

## ENTERPRISE COOPERATIVE TRUST (ECT)

A not-for-profit foundation cooperative, the ECT launched in June 2022.

The trust includes organisations from education, the charity sector, community interest groups, business and local government. We've come together to address key problems in the Enfield borough.

We aim to raise standards in local schools and create life-changing opportunities for young people. Being a member of the trust enables us to look at education in a different and collaborative way.

We're looking to make an impact in four key areas:





## THE LEARNING FOR LIFE CHARITY (LFLC)

LFLC is a registered charity and ECT partner. Founded in 2014, it aims to build upon the school's life and work curriculum.

To mark its tenth birthday in December 2024, the charity's trustees refocused its vision, mission and values.

LFLC provides disabled and disadvantaged young people in Enfield with life-changing chances to work. This includes borough-wide work experience and workplace support.

LFLC brings its values of inclusion, inspiration and innovation to life through its two charity shops, numerous social enterprise projects, and Access to Work funded job coaches for early careers employees.



**Learning for  
Life Charity**



# About the role -

## PURPOSE OF THE ROLE

You will coordinate operational works across the school, Including the prioritisation of reactive and planned preventative maintenance tasks for the site team. You will work closely with the site team to provide timely, efficient and effective advice, guidance and support on all elements of Site management, Health and Safety and IT matters to stakeholders.

## KEY RELATIONSHIPS

**You will work closely with:**

- Site Manager and wider team
- Heads of School and campus senior leaders
- External contractors
- Premises management advisors

You will report to the **Finance and Facilities Manager**

## WHO IT WOULD SUIT?

**You will:**

- Have experience working in an administrative role
- Be calm, empathetic, and emotionally intelligent
- Be confident in dealing with a broad range of projects and queries
- Be passionate about customer service and high standards
- Be proactive, flexible, and solution-focused
- Thrive in a fast-paced, ever-changing environment

## PAY AND BENEFITS

This is a full time (36 hours per week, 52 weeks per year), permanent position paying between £34,416 - £36,522 a year (NJC Scale 6, Scale Point 18 to 22) dependent on experience.

We may consider part year or term time working on a pro rata basis.

**We have a fantastic benefits package including:**

- 26 days annual leave plus bank holidays.
- Generous pension scheme with 19.01% employer contributions.
- Supportive learning culture with funded continuous professional development (CPD)
- Paid membership of a professional body (if applicable)
- Professional networking opportunities
- Employee Assistance Programme (EAP)
- Free onsite parking
- Opportunity to make your mark in a highly rewarding and meaningful organisation

# Job description

## PRINCIPLE RESPONSIBILITIES

You will coordinate operational works across the school, including the prioritisation of reactive and planned preventative maintenance tasks for the site team. You will work closely with the site team to provide timely, efficient and effective advice, guidance and support on all elements of Site management, Health and Safety and IT matters to stakeholders.

- To provide administrative support to the operations team, including the co-ordination of reactive and planned maintenance tasks.
- Provide reports and updates to colleagues and senior leaders on all key areas of responsibility.
- Work as part of the business development team to build credibility and trust in the Premises, H&S and IT functions.
- Monitor the day-to-day maintenance and repair budget.

## PREMISES MANAGEMENT

- Coordination of all planned and maintenance tasks, as well as prioritisation of tasks, assignment of tasks to the team and carrying out regular analysis of trends, with a view to implementing improvements.
- Manage the school's facilities compliance system (StatLog/Parago), to ensure that all statutory testing is completed, with remedial actions identified and acted upon. Liaise with the outsourced facilities management company.
- Assist the Finance and Facilities Manager with oversight of the cleaning contract and compliance related operations for all sites, including the auditing of the sites and ensuring high standards.
- Assist the Finance and Facilities Manager with overseeing of the schools catering contract including liaising with the contractor to ensure high standards
- Coordinate the management of the schools fleet of vehicles (minibuses), including maintenance, servicing and bookings.

## HEALTH & SAFETY

- Support the Health & Safety manager with the regular regime of cross-site auditing (internal and external) to ensure high standards and compliance
- Support the Health & Safety manager with the coordination of the monthly H&S meetings, engaging with stakeholders and site representatives.
- Support with the effective delivery and compliance with the school's Health and Safety policy and procedures.
- Assist the Health and Safety manager with the internal and external Health and Safety audits and ensure high standards and compliance.
- Assist the Health & Safety manager with the circulating of the information received regarding health and safety element that emerge from meetings.

## ICT MANAGEMENT & SUPPORT

- Manage the school's IT Inventory system, ensuring that all equipment is asset tag and loan agreement forms are completed by staff.
- Monitor the work of the IT consultant by ensuring that all IT needs and requirements for the school are being met.

## PERFORMANCE PARTNERING

- Be responsible for their own development and their own personalised learning plan
- Support the development of others as required including through the delivery of in-house training sessions around key areas of responsibility as required
- Evaluate the effectiveness of training to achieve learning outcomes where relevant
- Produce and maintain up to date training records for key areas incl. Minibus training, health and safety etc.

## PERSONAL EXCELLENCE

- Be a role model for and promote our great place to work strategic programme and plans, helping others to embrace innovation and change
- Be an advocate and ambassador for the West Lea brand and culture
- Build strong and effective relationships across campuses and teams
- Be an excellent communicator, with a great attention to detail and a right first-time approach
- Be able to clarify what's expected of you and effectively manage priorities in a busy and fast paced environment



# Person specification

The specification is to guide candidates and managers during the recruitment process.

Qualifications	Essential	Desirable
Educated to degree level (or equivalent) with GCSE English and maths (minimum grade 4 or grade C)		✓
Professional qualification in business admin or similar (e.g. secretarial skills)		✓
Experience	Essential	Desirable
At least 2 years' experience in an operations admin support role that includes elements of customer service and premises management. In addition, you will have significant experience of <ul style="list-style-type: none"> <li>Delivering an exceptional admin and support service for a team, including prioritising tasks, communicating plans and liaising with key stakeholders.</li> <li>Dealing with 'technical' administrative tasks, including liaising with a wide range of contractors.</li> </ul>	✓	
Experience working in a school or multi-academy trust with a multi-site context		✓
Key competencies	Essential	Desirable
<b>Build relationships.</b> Create partnerships, build trust, share ideas, and accomplish work	✓	
<b>Develop people.</b> Help others become more effective through strengths, expectations and coaching	✓	
<b>Lead change.</b> Embrace change and set goals that align with a stated vision	✓	
<b>Inspire others.</b> Encourage others through positivity, vision, confidence, challenges and recognition	✓	
<b>Think critically.</b> Gather and evaluate information that leads to smart decisions	✓	
<b>Communicate clearly.</b> Share information regularly and concisely	✓	
<b>Create accountability.</b> Hold yourself and your team responsible for performance	✓	

# Application process

To apply for the role, please review our application pack and complete the form at the following link <https://www.eteach.com/careers/westleaschool-co/>

For more information, or to arrange a visit to the school, please contact the People and Culture team at [people.team@westleaschool.co.uk](mailto:people.team@westleaschool.co.uk)

<b>Application deadline</b>	5pm Friday 6th June 2025
<b>Interviews to be held</b>	TBC
<b>Start date</b>	September 2025
<b>Salary</b> <b>Depending on experience</b>	<b>£34,416 - £36,522 (NJC Scale 6, Scale Point 18 to 22)</b>
<b>Contract type</b>	Full time, permanent.

We're committed to safeguarding and promoting the welfare of children and young people. If you're successful, we will complete a full Disclosure and Barring Service (DBS) check and will require proof of ID, medical clearance and the right to work in the UK.



community  
**kindness**  
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