**Job Description: Operations Director**

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| **Post Details** |  |
| **School/setting:** | Poole High School |
|  **Post type:** | Support Staff |
| **Grade/Pay Level:**  | Grade 12 |
| **Responsible to:** | Headteacher |

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| **Main Purpose** |
| To manage the delivery of all non-academic operations at Poole High School. This role will be critical to ensuring that the operational functions of the school are delivered to a high standard.The role-holder will be part of the schools’ Senior Leadership Team and will be the Headteacher’s main point of contact for all non-academic issues. They will also be the operational interface between the school and the Trust’s Core Services team. The Core Services team have leads for Estates, Finance, HR, IT, Governance and Risk, Audit and Compliance and this role will work collaboratively on planning and implementation to ensure trust strategy, policy and the operating model is followed locally and that the appropriate authorisations are sought.The role-holder will manage all support staff through functional hierarchies, including the Site team, IT Services, Administration and Reprographics, Finance Operations, HR and Governance. |

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| **Duties and Responsibilities** |
| * Be an active part of the Senior Leadership Team, contributing to the setting and delivery of strategy and ownership for the delivery of all business operations tasks. Promote the schools in the local community.
* Be responsible for the management and development of all support staff, including the Site team, IT, administrative staff (reception, marketing & communications, lettings, reprographics etc.), Finance operations, HR and Governance.
* To line manage and develop the managers of the Operations teams.
* To develop the School Operational Excellence plan and have ownership of its delivery.
* Lead the school’s Operational Leadership Team.
* Ensure the HR function of the school is well led and compliant with employment law and trust policy. Develop and lead the school People Development plan.
* Ensure the Finance department is well led and compliant with trust policy. Agree the school budget and ensure the school finances are well managed and that the school is compliant with all financial regulations.
* Ensure that best value is achieved for the school through the leadership of the Finance department and leadership structure of the school.
* Ensure the IT team is well led and compliant with trust policy and safeguarding policy. Ensure the future development plans and rolling refresh plans are best value and future focused. Ensure IT systems are implemented for safety, compliance and user ease.
* Ensure the Estates team is well led and compliant with Health and Safety and all applicable policy and legislation. Ensure programmes of development and maintenance are best value and future focused for the needs of students and the school.
* Ensure the implementation of Health and Safety policy and procedure to create a safe environment for staff and students.
* To develop the lettings function of the school, ensuring safety and best revenue practice.
* Ensure school trips and activities are planned and conducted safely and are compliant with legislation and trust policy.
* Ensure the efficient and safe leadership of all operations teams.
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| **Safeguarding Duties and Responsibilities** |
| * Promoting and safeguarding the welfare of children and young people in accordance with the school’s Safeguarding and Child Protection policies.
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| **Twynham Learning Attributes for all Staff** |
| * Ambition for excellence
* Professionalism
* Humility
* Championing change
 | * Inclusiveness
* Positivity
* Community-mindedness
* Being collaborative
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| **Qualifications, Knowledge, Skills and Attributes Required** |
| **Essential:*** 5 or more GCSEs (including English and Maths) at grade C or higher (or equivalent)
* Organisational Skills: Efficiently manage scheduling, budgeting, resource allocation, and facilities.
* Communication Skills: Effectively liaise with staff, parents, students, and stakeholders.
* Leadership Abilities: Motivate and guide support staff, fostering teamwork and confidence.
* Problem-Solving Skills: Identify and address operational issues and challenges promptly and effectively.
* Flexibility and Adaptability: Quickly adapt to changing circumstances in dynamic school environments.
* Conflict Resolution Skills: Mediate conflicts impartially and fairly.
* Commitment to Continuous Improvement: Pursue ongoing learning and adopt best practices for operational efficiency.
* Uphold high ethical standards to build trust and credibility within the school community.
* An ability to manage work of a complex nature which requires an advanced/high level of knowledge and skills across a range specialist disciplines.
* Excellent numeracy, literacy and IT skills.
* Ability to work well under pressure and work to tight deadlines.
* A positive attitude to managing change.
* Hold a safer recruitment certification (or attain this within initial probation period)
* Ability to travel independently between different locations (normally to other Twynham Learning sites).

**Desirable:*** Experience of managing negotiations.
* Experience of working in some of the following fields, Education, Health and Safety, Finance, Administration, Premises Management, Human Resources, and procurement.
* School Business Management Qualification or similar.
* Understanding of Educational Policies and Regulations: To ensure compliance with education regulations and policies.
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| **Other Duties** |
| * To support the work of Two Rivers Institute (TRI) which, at times, may require supporting schools locally or delivering CPD through TRI as agreed in consultation with the postholder.

All Twynham Learning staff may periodically be expected to carry out tasks and duties within their area of competence that are not listed herein, as directed, to meet the needs of the Trust. The particular duties and responsibilities may vary from time to time. |

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| **Notes** |
| * This job description may be amended at any time in consultation with the postholder.
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| **Glossary** |
| * Explanations of any abbreviations or jargon contained in this job description can be found in our [Twynham Learning Glossary](https://www.twynhamlearning.com/1038/twynham-learning-glossary?search=glossary).
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