

## Part A - Grade & Structure Information

<b>Job Family Code</b>	10BF	<b>Role Title</b>	<b>Operations Lead</b>
<b>Grade</b>	S10	<b>Reports to (role title)</b>	<b>Headteacher</b>
<b>JE Band</b>	371-438	<b>School</b>	<b>Esher Church of England High School</b>
		<b>Date Role Profile created</b>	<b>July 2024</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

### Role Purpose

including key outputs

- Provide the overall strategic and operational leadership and management for all the aspects of Health and Safety, ICT, premises, catering, administration and operations support in the academy.
- Develop, lead and manage operational staff and ensuring that the resources and systems of the academy are deployed effectively and efficiently to achieve the educational aims of the academy.
- Work with ELT Central and other academies in the ELT network, to develop high quality systems and services throughout the network, offering support where required

### Key deliverables include:

#### Leadership

- Model excellent leadership to all colleagues across the school
- Be an associate member of the Senior Leadership Team, contributing to strategic planning and decision making, leading staff training, task groups and attending Governing Body meetings as invited
- Proactively lead on the school's operational requirements, including contract procurement, systems set-up, staff training and implementation of policies and procedures
- Work closely and liaise with the ELT central team regarding operations and estate/premises areas to ensure that in-school processes, as applicable, are implemented and followed.
- Manage areas of the academy's operational budget, ensuring that spend is managed in line with approved budgets and input into

	<p>termly forecast/budgeting process, analysing and reviewing strategic plans for Academy’s operational areas.</p> <ul style="list-style-type: none"> <li>• Be responsible for the leadership of compliance activities for health and safety</li> <li>• Support the leadership team in developing the strategic approach for lettings and community links and lead on establishing links with the community in this regard</li> <li>• Work with the Central Head of Operations to project manage capital building projects, ensuring identifying appropriate funding sources, writing proposals for expenditure and delivery within scope, time and finance</li> </ul> <p><b>Managing People &amp; Services</b></p> <ul style="list-style-type: none"> <li>• Manage Office, IT, Premises, Cover and Events manager and Cleaning staff to ensure they are motivated, have high levels of commitment and productivity and perform well in their roles.</li> <li>• Manage the Catering contract and ensuring all aspects of the service level agreement are met</li> <li>• Manage the service and contract/SLA delivery for IT, including ensuring IT assets are security marked and maintained through working closely with ELT</li> </ul> <p><b>School Operations</b></p> <ul style="list-style-type: none"> <li>• Achieve the most competitive pricing for goods and services for the academy, complying with current and relevant procurement legislation and ELT policies</li> <li>• Ensure the delivery of high-quality IT and communications services</li> <li>• Ensure the academy is compliant with all the ELT policies, rules and procedures, including Fire and Health &amp; Safety legislation</li> <li>• Establish and maintain effective administration systems throughout the academy, including systems for monitoring and reporting on all operational functions</li> <li>• Be responsible for the day-to-day management of Health and Safety (H&amp;S) within the academy, working with ELT’s central Head of operations, ensuring that there is a H&amp;S policy and Emergency Plan in place, and reporting back regularly to the Headteacher and governing body.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Actively promote the safety and welfare of our children and young people</li> <li>• Ensure compliance with ELT data protection rules and procedures.</li> <li>• Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy.</li> <li>• Work with ELT Central and other academies in the Trust, to establish good practice throughout the network, offering support where required</li> </ul>
<p><b>Enlighten Learning Trust Work Context and Generic Responsibilities</b></p>	<p>This role is based at Esher C of E High School part of Enlighten Learning Trust.</p> <p>Enlighten Learning Trust expects all its staff to:</p> <ul style="list-style-type: none"> <li>• Maintain confidentiality in and outside of the workplace</li> <li>• Be pro-active in matters relating to health and safety and report accidents as required</li> </ul>

	<ul style="list-style-type: none"> <li>• Support the aims and ethos of the Trust setting a good example in terms of dress, behaviour, punctuality and attendance</li> <li>• To carry out all such other duties as the SLT or your line manager may reasonably direct.</li> </ul>
<b>Line management responsibility</b>	Admin Manager, Senior IT Support Officer, Cover and Events Manager, Premises Manager, Cleaners
<b>Budget responsibility</b>	Condition works, IT, project, catering contract
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Customer Service &amp; Support</p> <ul style="list-style-type: none"> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance.</li> <li>• Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May assist with budget/resource/funding management in accordance with the council policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level and complex service.</li> </ul> <p>Duties for all</p> <ul style="list-style-type: none"> <li>• Values: To uphold the values and behaviours of the organisation.</li> <li>• Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</li> <li>• To have regard to and comply with safeguarding policy and procedures.</li> </ul>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines such as GDPR, marketing, communications.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.</li> <li>• Proven ability to manage a range of projects through to completion.</li> <li>• Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational.</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>The successful candidate will be subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS). Enlighten Learning Trust is committed to the safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p> <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent</li> <li>• Professional management qualification desirable</li> </ul>
<b>Role Summary</b>	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>