



## **JOB DESCRIPTION**

**Job Title:** Operations Manager – Administration, HR and Cover  
**Grade:** SO1 SCP 23 – 25  
**Reporting to:** Principal / Vice Principal

### **Job Purpose:**

To lead and manage the academy's daily operations across administration, HR and cover, ensuring high-quality services and efficient processes. To line manage, delegate to, and oversee the work of the Data, Systems and Admissions Officer, Receptionists, and other members of the administration team, ensuring that all work completed is to the highest standard. To take responsibility for specific academy wide projects as directed by the Principal / Senior Leadership Team. To oversee relevant processes and procedures to ensure that an exceptional administration service is provided to pupils, staff, and visitors to the academy.

### **Key Responsibilities:**

#### **Administration**

To manage the front of house and administration function to deliver a high-quality, professional and customer-focused service for the academy.

- Effective line management of the Data, Systems and Admissions Officer, Receptionists, and other members of the administration team, providing clear direction, setting priorities, delegating work and ensuring the quality of completed tasks.
- Establish, develop, maintain, monitor and review the academy's administration systems, processes and procedures.
- Manage internal and external communications, including handling enquiries, complaints, correspondence, newsletters, and parent/carer communications.
- Coordinate key administrative tasks such as trip organisation, events, open days, clubs, wraparound care bookings, and parent/carer meetings.
- Ensure that correspondence, papers and other material are produced to high standards of timeliness, accuracy and presentation.
- Responsible for the organisation of meetings including any administrative/catering requirements.
- Compile high-quality presentations, reports, correspondence and other documentation on behalf of the Principal and Senior Leadership Team.
- Provide a high level, full and confidential dictation and minute taking service where required.
- Arrange travel and accommodation.
- Responsible for the compilation and upkeep of the whole school calendar.
- Attend key after school events and fully participate in training days.

#### **Human Resources**

Direct and oversee academy HR operations in line with trust HR policies and processes, regulatory requirements and guidance from the trust central HR team.

- Be the first point of contact for all HR queries and advise on all HR matters.
- Ensure the most up to date version of trust HR policies and procedures are being followed.
- Manage the recruitment and onboarding process, ensuring adherence to the trust's Safer Recruitment policy. This includes but is not limited to creating recruitment packs, ensuring that all pre-employment

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checks take place, and that SIMs and the Single Central Record are up-to-date and accurate at all times.

- Be responsible for the timely and accurate submission of the annual staff workforce census.
- Ensure that the trust induction and probation processes for new colleagues are conducted.
- Accurately process all payroll notifications and adjustments, including for new starters, contractual variations, maternity/paternity, and leavers, liaising with payroll/finance colleagues as necessary.
- Check and issue all staff contracts and contract variations.
- Ensure that accurate absence records are kept in SIMs, monitoring absences against the trust's absence triggers and ensuring appropriate action is taken by line managers.
- Arrange and hold absence management meetings, including note taking and letter production in-line with the trust's absence procedures.
- Undertake Wellbeing Action Support Plans (WASPs) and to support with action planning.
- Undertake employee relations case work with the support of the central HR team, such as grievance, disciplinary, (including safeguarding), absence management and capability/performance. To include organising hearings, case papers, note taking, drafting and issuing letters, conducting investigations, advising investigating officers and panels at meetings/hearings.
- Manage the process for staff leavers.
- Attend HR partnership meetings, sharing and cascading relevant updates or guidance with teams.
- To attend and participate in training events, partake in ad hoc HR project work and assist with HR audits, or any management information analysis required.
- To continually work to improve and streamline HR processes and systems and put forward suitable recommendations to continually improve the HR service.
- To manage the process for staff annual leave, and requests for leave of absence in line with policy.

## Cover

- To take daily calls from absent staff, arrange cover and room changes where necessary.
- To arrange necessary staff, cover for planned off-site and internal activities including examinations.
- To advise staff of approved cover requests and publish the daily cover list for all known absences, updating throughout the day as necessary.
- To liaise with external agencies, when required, to ensure high calibre supply staff are available should the need arise.
- Obtain feedback on supply staff from the senior colleagues and notify supply agencies of any relevant issues.
- To record, analyse and report on cover data, producing clear monitoring reports to inform and support the academy's cover strategy.

## Personal Responsibilities:

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.
- To complete AM, Break, Lunch & PM duties as required by the Principal.

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## **Any Special Conditions of Service:**

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

## PERSON SPECIFICATION

Criteria	Essential/ Desirable
<b>Qualifications</b>	
GCSE English and Mathematics Grade C/4 or above (or equivalent).	E
A-Level or equivalent qualification (or willingness to work towards).	E
Degree or HND/Foundation Degree.	D
CIPD qualification or School Business Management qualification.	D
<b>Knowledge and Skills</b>	
Proven ability to lead, motivate and support staff.	E
Excellent verbal and written communication skills, with the ability to engage confidently with senior leaders, governors and external partners.	E
Strong judgement when dealing with enquiries, visitors and safeguarding-sensitive issues.	E
Flexible and collaborative approach to working within a team.	E
Ability to build and maintain productive relationships with colleagues and external organisations.	E
Strong ICT skills, with the ability to use and learn administrative and HR systems effectively.	E
Understanding of HR processes including safer recruitment, absence management and employment procedures (or willingness to develop this).	D
<b>Experience</b>	
Minimum of two years' experience working in a busy administrative environment.	E
Experience managing or coordinating staff or teams.	E
Experience in a school, academy or education-related setting.	D
Experience working in HR, including recruitment, payroll processing or employee relations.	D
<b>Personal Effectiveness</b>	
Exceptionally well-organised with the ability to prioritise competing demands.	E
A proactive, self-motivated individual who takes initiative and follows tasks through to completion.	E
Strong problem-solving skills with a constructive, solution-focused approach.	E
Ability to meet strict deadlines while maintaining high accuracy and attention to detail.	E
Ability to design, maintain and improve administrative systems with minimal supervision.	E
High level of discretion and ability to handle confidential information appropriately.	E
Strong numeracy and literacy skills.	E
Professional, tactful and diplomatic manner.	E
<b>Continuous Professional Development</b>	
Evidence of commitment to Continuing Professional Development	E
<b>Other Conditions</b>	
Enhanced DBS Clearance	E

*We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.*

**Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa.**

**Please note that, as a sponsor licence holder, we only provide sponsorship for teacher vacancies.**

Reviewed January 2026