



Shaw  
Education  
Trust



# Careers

at Shaw Education Trust



<b>Job Title:</b>	<b>Operations Manager</b>
<b>Grade:</b>	<b>8</b>
<b>SCP:</b>	<b>SCP 28 – SCP 33</b>
<b>Conditions of Service:</b>	<b>Support Staff Contract</b>
<b>Responsible to:</b>	<b>Headteacher</b>

## Job Purpose

To organise, co-ordinate and deliver effective school administration and operations in order that financial, human, health and safety, ICT and facilities management activity is appropriately managed within the school.

## Key Responsibilities

### General Duties

- Liaise as necessary with specialist Shaw Education Trust teams in respect of issues pertaining to Information Technology, Marketing and Media, Human Resources, Finance and Estates ensuring an effective and efficient communication conduit between the Principal and the Trust.
- Manage designated school operations staff on behalf of the Principal, ensuring regular team meetings are held, induction processes are followed, appraisal is completed and training and/or mentoring activity is in place.
- Manage all administrative systems and functions within the school ensuring appropriate submission of documentation and returns in accordance with legal and statutory requirements.
- Line Manager to the Administrative Team (Data, Exams, Admin, IT Technician, Reception and Reprographics, Attendance) and the Site Team
- Health and Safety lead including managing school risk assessment processes and standards and managing the evolve process for trips and visits.
- Collate and present regular reports to the Principal, LT and Academy Council prepared in collaboration with Shaw Education Trust Business Partners.
- Attend and contribute to Leadership Meetings
- Responsible for liaison with the Principal and the HR Business Partner in respect of all people related issues, ensuring policies and procedures are observed and staff are advised and supported as required. E.g. sickness absence, payroll, pensions etc.
- Completing return to work and staff attendance processes. Completing the in-school administration and liaising with the Headteacher to address significant staff attendance concerns.
- Ensure that the building environment is fit for purpose through coordination and liaison with the appropriate Estates staff and the Shaw Education Trust in respect of building repairs, ongoing maintenance schedules and any new bids for improvement including fixtures and fittings and the subsequent purchase or replacement of such. Leading on Site improvements and developments, working with the SET central HR team and all outside agencies involved in development projects.
- Support the Principal and the appropriate ICT staff and Shaw Education Trust ICT Business Partner to ensure systems and procedures enable state of the art teaching and learning.
- Manage confidential school records and files as directed by the Principal and the Shaw Education Trust in order that legal and statutory duties are adhered to. E.g. Single Central Record, Confidential Staff records.
- Be responsible for ensuring that the appropriate policies and procedures are implemented, communicated and adhered to.

- Promote and safeguard the welfare of children and young people that you are responsible for or encounter, ensuring the school comply with appropriate policies and procedures relating to child protection, health and safety and data protection reporting all concerns to the appropriate person.

### **Budgetary responsibilities**

- Support the Principal and Finance Business Partner in respect of financial budget plans, expenditure and income in order that accounts can be monitored in respect of finance allocated and ensuring budgets remain viable.
- Assist the Finance Business Partner with month end duties, monitoring, and budget setting – To provide information from a school level to assist with the budget tasks, so this is accurate.
- Payroll checking and amendments – need to check the payroll reports to ensure staff are paid correctly and as expected. We will then complete the monthly payroll reconciliation and to be informed of any variances highlighted by the SET central finance team so that they can be corrected in iTrent.
- PO approval
- Aged creditor checking – needs to ensure suppliers are paid in a timely manner, ensuring invoices are chased for outstanding purchase orders, removal of purchase orders from the finance system and checking GRN and PO reports monthly.
- Aged debtor checking and chasing –needs to make sure customer invoices are raised in a timely manner and chase any outstanding debt for payment.
- Assist with quotes so that best value is achieved for all projects at the school.
- Check service level agreements and contracts at a school level to ensure a smooth renewal before the end dates. Also checking to see if these SLA's/contracts can be found cheaper elsewhere.
- Credit Card reconciliation – Ensure all credit card receipts are posted in a timely manner so that reconciliation of the transactions can be completed within the finance system.

### **Support to School** (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Ensure all pupils have equal access to opportunities to learn and develop.
- Appreciate and support the role of other professionals.
- Contribute to the overall ethos/work/aims of the school.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Contribute to the achievement of the school's objectives.
- **Promote inclusion and acceptance of all pupils within the school.**
- Establish good working relationships with pupils, acting as a role model and setting high expectations.
- Be aware of, support and ensure equal opportunities for all.
- Assist with pupil needs as appropriate during the school day.

### **Safeguarding**

- Take responsibility for promoting the safety and welfare of all pupils.

- Report all concerns to an appropriate person.
- Co-operate and work with relevant agencies to protect children.
- Ensure all statutory requirements are adhered to, including prevention.

***This job description is not prescriptive, nor necessarily a comprehensive definition of the position.***

***Notwithstanding the duties in this job description, you will be expected to undertake any other duties and tasks which are not specifically listed but are within the scope and remit of this post to ensure the effective delivery and development of the service.***

## Qualifications and Experience

### Qualifications/Training

- Educated to GCSE Grade C in Mathematics and English.
- NVQ Level 4 Business and Administration or equivalent.
- NVQ 3 or equivalent experience in supervising a team experience in relevant discipline.

### Experience / Knowledge / Skills

- Very good numeracy/literacy skills.
- Experience of development, management and operation of efficient and effective administrative systems.
- Two years' experience working in a supervisory/management role, in a business or education environment.
- Experience of working in a multifunctional environment.
- Effective use of ICT and other specialist equipment/resources.
- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.
- Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.
- Good organising, planning, prioritising skills and interpersonal skills.
- Ability to direct other adults.

## Codification of expected norms and behaviours

Leadership, of self and others		
Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> <li>• Build relationships between yourself and the team, and between team members.</li> <li>• Unify not divide the team, promote a culture of respect.</li> <li>• Manage conflict well and pro-actively.</li> <li>• Embrace and welcome accountability of self, and for team.</li> <li>• Care for the well-being of your team/colleagues.</li> <li>• Support the retention of good staff by creating a positive culture around workforce development and team communities.</li> <li>• Ensure good communication amongst your team and the wider organisation as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure effective workforce development and training for self and all, including coaching and mentoring.</li> <li>• Spot and nurture talent – in yourself and in others.</li> <li>• Positively engage in development opportunities and aptitude development.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure clear roles and accountabilities for the team are well understood.</li> <li>• Develop and promote mutual accountability between colleagues in the team.</li> <li>• Deploy staff and resources effectively across the team.</li> <li>• Manage the workload of self and team.</li> <li>• Know your team(s)/colleagues well.</li> </ul>
Model our values and behaviours		
Attitude	Aptitude	Functional Capability
<ul style="list-style-type: none"> <li>• Build trust within your teams and across the Trust.</li> <li>• Create and contribute to a psychologically safe environment so staff can work and flourish within your team and across the Trust.</li> <li>• Value compassion</li> <li>• Encourage a can-do approach personally and across your team.</li> <li>• Positively challenge poor behaviour and call it out.</li> </ul>	<ul style="list-style-type: none"> <li>• Be self-reflective on your own strengths and be proactive in seeking support (via colleagues, reading or CPD) to understand any areas for improvement and ensure your development in these.</li> </ul>	<ul style="list-style-type: none"> <li>• Display professional credibility to team, peers, and trustees.</li> </ul>

<ul style="list-style-type: none"> <li>• Be highly and consistently visible across the organisation and within your team.</li> <li>• Demonstrate a consistent approach and calmness.</li> </ul>		
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**Motivate and inspire**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Celebrate and acknowledge success of self and others.</li> <li>• Show and demonstrate the value of others – create an abundance culture where all can be successful without threat or competition.</li> <li>• Demonstrate drive and ambition for self, team and Trust.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage in wider networking, development opportunities and/or reading to gain inspiration and personal motivation.</li> <li>• Understand and share your ‘why’ – and revisit it regularly.</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate a precise and clear vision.</li> <li>• Set the journey ahead which is understood by all.</li> <li>• Evidence sharp goal setting and achievement.</li> <li>• Ensure errors, oversights and mistakes are rare.</li> </ul>

**Reflection**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Demonstrate transparency and integrity within team and across the Trust.</li> <li>• Accept responsibility and be vulnerable, avoid a blame culture.</li> </ul>	<ul style="list-style-type: none"> <li>• Take time to know yourself and engage in self-reflection and learning.</li> <li>• Ask thoughtful questions and seek the truth.</li> <li>• Give and accept feedback.</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage your team to reflect on efficiency and effectiveness, striving to gain a constantly improving approach.</li> </ul>

**Secure accountability by giving tools to succeed by...**

<b>Attitude</b>	<b>Aptitude</b>	<b>Functional Capability</b>
<ul style="list-style-type: none"> <li>• Giving generously with your time.</li> <li>• Ensuring 1:1 meetings are useful and effective in driving improvement.</li> <li>• Providing support and removing barriers to success.</li> <li>• Be true to your word, if you say you will do something, do it.</li> </ul>	<ul style="list-style-type: none"> <li>• Have high expectations of yourself and others, seek out best practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring absolute clarity in terms of expectation and ‘the ask’.</li> <li>• Allocating resources effectively to support KPI delivery.</li> <li>• Be willing and able to have challenging conversations.</li> </ul>

**In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:**

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**SW 17.07.2024**

***Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.***