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# **JOB PROFILE**

# **POST TITLE: OPERATIONS MANAGER**

## RESPONSIBLE TO: Chief Financial Officer

PURPOSE: Working closely with the Chief Financial Officer (CFO) to provide HR support to the Trust ensuring that it meets statutory employment and equality regulations, and to lead the areas of responsibility and any external service providers to ensure a high quality of delivery of services.

HOURS: 1 FTE - 37 hours per week, full year.

**SALARY SCALE: Cumbria County Council Grade – OS12 (£34,373 - £35,336 currently)**

**Main Responsibilities**

* To oversee the site management, administration, cleaning, Health & Safety, catering, IT and other non-teaching support areas and to line manage their designated leads across the Trust, establishing a performance management culture with effective staff appraisal and a commitment to professional development.
* To ensure that all the resources of the Trust support services areas are used as one efficient team.
* To exercise strong budgetary control over the managed areas, liaising with the CFO with regard to forecasting and planning, including maintenance for the schools and its facilities, staffing and individual projects.
* To create an operating structure which enables a strong focus on service excellence, delivery and value for money.
* To maintain essential services, establishing cost-effective procurement, maximum efficiency and value for money.
* To ensure that the Trust meets statutory employment and equality regulations.
* To support the Headteachers, CFO and CEO with HR matters within the Trust, referring to external HR provider where necessary.
* To assist the site management lead(s) to manage all external contractors’ records including DBS, insurance, ID checks, qualifications etc.

**Human Resources**

* To ensure that HR policies and documentation, including staff handbooks, are in place, regularly reviewed and updated and that advice is available to relevant personnel.
* To check that personnel records are being kept up to date in accordance with statutory and audit requirements.
* To lead staff recruitment within the areas of responsibility and to support the Trust Senior Leadership Team in the recruitment, induction and probationary management of new team members.
* To lead and develop the Continuing Professional Development application process within Trust, ensuring appropriate and effective use of limited resources.
* To ensure that the pay and conditions for all staff meet agreed requirements, working closely the finance and payroll functions to maintain accurate remuneration for staff.
* To ensure compliance with all legislative requirements relating to human resources and that recruitment policies and practices fully comply with best practice and adhere to safeguarding requirements, including the maintenance of a Single Central Record and all HR records.
* To record and monitor sickness absence, manage good absence management control, including return to work interviews, setting up occupational health interviews and working to reduce the impact of long-term absence in line with policies.
* To seek advice from the Trust’s HR external advisors and to refer to them employee relations casework, including the management of ill health, matters of conduct, capability, grievance or safeguarding allegations.
* To support line managers in dealing with poor performance and attendance issues, including return-to-work meetings.

**Domestic Services**

* To ensure cleaning services are delivered to a high standard and in accordance with the Trust’s cleaning arrangements.
* To manage the ordering of stock and all cleaning equipment and products to deliver high efficiency and value and to ensure the Trust’s use of products is compliant for safe usage and that all cleaners are COSHH trained and equipment trained.
* To manage the care of domestic equipment, furniture, furnishings and linen of the Trust; establishing a plan for repairs, renovations, refurbishments and replacements. This will require close consultation with the CFO and Site team.

**Facilities, Premises and Health & Safety**

* To ensure the provision of an appropriate learning environment that is safe and secure for all stakeholders, making pro-active and costed recommendations for the school’s improvement.
* To work closely with the site management lead(s) to ensure management of workloads and performance, and to seek feedback for work improvement options.
* In conjunction with the site management lead(s), to manage facilities and premises issues, maintenance, repairs and replacements.
* To represent the works department at all relevant internal meetings for future works planning and design, health and safety meetings, staff forum etc.
* To assist the CFO with the planning and costing of future refurbishments and building works and to meet with external contractors, project managing the works ensuring they are completed on time and to budget.
* To undertake relevant training and study as required in order to keep up to date with relevant legislation and developments.
* To monitor and manage the effective operation of all external facilities and premises contracts.
* To manage the letting of Trust premises to external organisations, for the development of extended services and to meet local community requirements, maximising their income and contribution to the Trust.
* To provide written updates for the Trust’s Finance, Audit & Risk Assurance Committee to keep them informed and knowledgeable about facilities and premises matters.
* To work closely with the site management lead(s) and Health & Safety Officer (external) to ensure that:
  + health and safety policies reflect current legislation, are communicated and available to all stakeholders and that their implementation is reviewed and assessed at regular intervals, or as situations change.
  + fire practices and alarm tests are planned, performed and recorded.
  + systems are in place to enable the identification and assessment of hazards.
  + a contingency plan is in place for emergency situations.
  + a regular health and safety audit takes place to assess and measure levels of compliance with health and safety legislation and that best practice is carried out, and to use the action plan to prioritise health and safety improvements.
  + systems are in place for the effective recording, monitoring, measuring and reporting of health and safety issues to the Senior Leadership Team, Trustees and where appropriate, the Health & Safety Executive.

**Catering**

* To review regularly the provision of catering services and advise the Senior Leadership Team on the most appropriate method of maintaining high-quality services.
* To ensure that the catering provider(s), including external provider(s), deliver a first-class catering service for pupils, staff and events, including a regular review of budgets and unit costs, and compliance with all relevant legislation including COSHH, food safety and school catering requirements.

**Trust Administration and Management Information Systems**

* To line manage the administration staff, including MIS staff; allocating and monitoring work, including cover, as required, ensuring the provision of high-quality customer service and efficient administration support.
* To design, review and manage efficient administrative systems and processes that meet the needs of the schools.
* To establish and maintain appropriate internal communication, team meetings and briefing sessions, throughout the Trust.
* In conjunction with the CFO, to lead the Trust’s MIS function, in liaison with external consultants, where applicable.
* To manage the creation, maintenance and retention of pupil records, including the lists of pupil premium eligibility.
* To manage the review and approval of policies and procedures within the areas of responsibility.

**IT and Data**

* To act as the Trust’s Data Protection Officer.
* To ensure the schools’ Data Protection Policy (GDPR) reflects current legislation and is communicated and available to all stakeholders.
* To monitor and manage ICT support and maintenance staff, including any external contractors.
* To ensure the Trust’s IT policies, including acceptable use and e-safety, reflect current legislation and are communicated and available to all stakeholders.
* To ensure a disaster recovery plan is in place to recover and protect the ICT infrastructure in the event of a technology failure or disaster.
* To maintain a central record of IT assets and all required software licenses. To ensure that assets are well managed and that licenses are in place and up to date.
* In conjunction with the ICT support and maintenance staff, including any external contractors, to consult with relevant colleagues and third parties to deliver ICT projects that introduce new technology, or improve existing technology, to the benefit of teaching and learning.

**General**

* To contribute to and uphold the overall vision and ethos of South Cumbria Multi Academy Trust.
* To attend meetings within the Trust and its schools, and external events as required.
* To ensure that the agreed policies assigned to the Operations Manager are reviewed and updated regularly and presented to the appropriate internal body for approval, and to assist with the development of policies and procedures as may be required outside own remit of role.
* To be aware of, comply with and to promote equal opportunities and all Trust policies at all times.
* In the event of staff absence, to ensure all buildings are locked and secured after the school day/events.
* To participate in training and other learning activities and performance development as required.
* To maintain confidentiality at all times in respect of Trust-related matters and to prevent disclosure of confidential and sensitive information.
* To comply with all of the Trust’s safeguarding requirements.

This job description is not necessarily exhaustive and the postholder will be expected to undertake other duties and responsibilities as may be reasonably required within the general scope and level of the post.

**PERSON SPECIFICATION**

**POST: OPERATIONS MANAGER**

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| **QUALIFICATIONS AND TRAINING** | **ESSENTIAL (E)**  **DESIRABLE (D)** | **HOW IDENTIFIED** |
| GCSE grade C or above in English and maths (or equivalent)  Education to A level standard or equivalent  Further qualification in a relevant area at Level 4 or above. For example, a level 4 qualification in business administration, or school business management.  Evidence of continuing professional development of relevance to this post  A recognised HR qualification to at least Level 3 i.e. Certificate in Personnel Practice (CPP) | E  E  E  E  D | A  A  A  A  A |
| **KNOWLEDGE AND EXPERIENCE** | **ESSENTIAL (E)**  **DESIRABLE (D)** | **HOW IDENTIFIED** |
| Significant experience of working in senior business administration, operations management, or equivalent disciplines  Proven track record of successful managing a multidisciplinary team  Experience of project management  Experience of budget management, procurement and cost control  IT literate including experience of Microsoft Office  Proven awareness and respect for the highly sensitive status of information and its confidentiality  Up to date and working knowledge of relevant policies, codes of practice and legislation including Data Protection and Freedom of Information Acts  Experience of working within an educational setting  Experience of successfully managing staff, leading and developing HR functions, including advice to a variety of audiences | E  E  E  E  E  E  E  D  D | A/R/S  A/R/S  A/R/S  A/R/S  A/S  A/S  A/S  A/S  A/S |
| **SKILLS AND ABILITIES** | **ESSENTIAL (E)**  **DESIRABLE (D)** | **HOW IDENTIFIED** |
| Strong interpersonal skills and ability to maintain effective professional working relationships with people at all levels.  Problem solving, planning and organisation skills  Effective time management skills  Excellent oral and written communication  Proven ability to work in a fast-paced environment and deliver to specific deadlines  Ability to maintain confidentiality | E  E  E  E  E  E | A/R/S  A/R/S  A/S  S  A/R/S  A/R/S |
| **CHARACTERISTICS** | **ESSENTIAL (E)**  **DESIRABLE (D)** | **HOW IDENTIFIED** |
| Professional but friendly and approachable manner  Flexible and have the ability to respond to changing or unforeseen circumstances.  Diligent, conscientious and proactive  Resilient and committed  Must be hands on and prepared to get involved in all areas  A self-motivated team player, with a can do attitude and a sense of humour. | E  E  E  E  E  E | S  S  R/S  R/S  S  S |

A: Application R: Reference S: Selection Process