

Job Description

Job Title	School Operations Manager - Ref SOM01
Pay scale	SO2 - Points 26-28
Location	School Based Role
Responsible to	Headteacher
Purpose	<p>To assist the Headteacher to ensure that the school is a welcoming and safe place to study and work in line with the school's culture, vision and ethos. The post holder will ensure that administrative systems within the school are systematic and high quality, and that maintenance of statutory information such as pupil's records and health and safety documents is maintained. As well as ensuring that visitors or telephone enquiries received at the school are managed effectively.</p> <p>Through line management of the Premises Team members the post holder will ensure that the school is well maintained, clean and that clear plans are in place for the ongoing maintenance and repair of the site. The post holder will liaise with the Central Trust Business Services Team on matters related to HR, premises management and health and safety and will liaise with external service providers to ensure that the school is well maintained.</p>
Job context	Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time.
Responsibilities	<ul style="list-style-type: none"> • To uphold all school policies • To present the school in a positive way • To respect the confidential nature of all information (verbal/written) • To work in a responsible and safe manner, paying attention to all Health and Safety procedures operating within the school <p>To undertake the following duties with minimal supervision, demonstrating a thorough working knowledge of the work areas, setting high working standards and taking decisions leading to changes in important procedures and practices.</p>
Key leadership responsibilities	<ul style="list-style-type: none"> • Line management of administration staff and non educational support staff, according to the structure of the individual school. This will be clarified as part of the recruitment and advertisement process.
Key management responsibilities	<p><u>Office Management</u></p> <ul style="list-style-type: none"> • To monitor, support and provide front of house operations, to ensure that services are efficient, welcoming and supportive, including the effective line management of administrative and premises staff.

- To be responsible for the development, design and effective operation of front of house and administration procedures.
- To be responsible for the effective management of school administrative equipment and resources, ensuring that the whole school resources are at appropriate stock levels.
- To be responsible for the coordination, accuracy and production of school documents and external communications (letters, forms etc.) to parents and other organisations. Ensuring that the tone and quality of communications matches with the school's vision, values and ethos at all times. Update the school website with key information as required by the Head Teacher.
- To review and develop 'Admin Team' practices in consultation with the Head Teacher, implementing effective and efficient ways to deliver administrative support services across the school.
- To be responsible for the administration and accuracy of student data held within the Management Information System including oversight of the collection and accuracy of the admissions information.
- Ensure that data protection protocols are applied; support the production of information in response to subject access requests as required.
- To manage the process for the annual School Census, ensuring data held within the Management Information System is accurate. Generating the return, resolving errors and queries and submitting the return to the DFE following review and approval by the Head Teacher.
- To provide general administrative support to the executive team and other senior leaders, as required.
- To maintain and upkeep local school business records as advised by the Head Teacher and the Central Business Services Team
- To represent the school at relevant meetings. To be responsible for the induction, appraisal and training for staff that the post holder has line management responsibility for.
- Where required, to act as the key school point of contact for the implementation of software procured by the trust or school.

Premises and Health and Safety Management

- The Head Teacher is responsible for the day to day safe operation and maintenance of the site. The Central Business Support Team and the Facilities Management contractor will provide support to the School Operation Manager to ensure that there is a clear schedule of planned maintenance activity. The post holder will ensure that the schedule of planned maintenance works is adhered to through liaising with the Facilities Management contractor. The post holder will ensure that remedial actions suggested by contractors are properly evaluated, prioritised, and implemented as necessary. For assets not covered under the facilities management contract, the postholder will ensure that they are maintained according to applicable statutory

standards or, where relevant, meet or exceed recommended maintenance guidelines, ensuring the overall reliability and safety of all assets.

- To draw up and maintain a Premises Development Plan, in discussion with the Headteacher and the Central Business Support Team which prioritises the work required and the associated costs. Oversee the delivery of any small maintenance projects as required.
- To manage site staff to ensure that the school site/s and grounds including extended school facilities are maintained in a safe, clean and secure condition, including arranging cover for absences.
- Through the use of administrative systems and records and regular meetings, the post holder will hold the site team to account for the regular site management team checks and monitoring tests (such as legionella flushing and emergency lighting checks)
- In conjunction with the central team and externally appointed competent person, provide advice, training and assistance in premises-related matters including legislation and regulations. To ensure, in conjunction with the headteacher, that all health and safety procedures and requirements are being resourced and met, so recognising the health, safety and welfare of all premises users and visitors, including contractors.
- Manage the annual Health and Safety and Fire Risk Audits, managing all aspects of the process, including the preparation of relevant documentation and coordinating audit logistics. Act as the primary point of contact for auditors, addressing any questions or concerns during the audit and following up as needed afterward. Ensure that all audit recommendations are implemented or added to the premises development plan for future budgeting, collaborating with the headteacher, or the central business support team to secure trust-level resources for any necessary projects or actions.
- The Health & Safety Policy is produced centrally, the post holder will have a key role in ensuring that the policy is implemented locally within the school, ensuring that regulations are followed and adhered to. This includes, through clear and efficient administrative systems and records and work planning: ensuring that local policies such as fire evacuation plans are maintained, First Aid work training is up to date with the appropriate number of staff qualified in line with the risk assessment, and statutory Health & Safety Training requirements are maintained for all staff across the school.
- To hold the Premises Team to account for ensuring that COSHH risk assessments are in place and for the safe storage and use of chemicals on site.
- To hold the premises team or cleaning contractor to account for ensuring that all school buildings and grounds are cleaned to agreed standards and specifications, including the establishment of effective monitoring systems and rotas.
- To ensure correct procedures are followed in the provision of First Aid to pupils and staff, to participate in the completion of the accident book, and to ensure all serious occurrences are notified to a responsible teacher/officer.
- To ensure that the school's assets register is accurate, including portable equipment such as laptops, mobile phones etc.

- Conduct and manage thorough accident and incident investigations, producing comprehensive reports and implementing preventative measures to enhance and ensure site safety
- Ensure appropriate keyholder information is maintained at all times.
- Develop and maintain Personal Emergency Evacuation Plans (PEEPs) for all staff and students requiring assistance, ensuring their safety during emergencies
- Manage the letting of school facilities to external organisations, ensuring compliance with policies, safeguarding measures, and financial objectives
- Maintain the risk assessment register, updating school-specific risk assessments as necessary.
- In conjunction with the headteacher, SLT and central team, develop, implement, and regularly review emergency response plans, including lockdown procedures, business continuity plans, and other crisis management strategies.

Human Resources Administration

- In coordination with the Head Teacher, to be responsible for ensuring that the central HR team is notified of changes in school personnel information (hours or work, leavers, maternity etc).
- In coordination with the Head Teacher, ensuring that the central process for new vacancies with the school is followed.
- To assist the Head Teacher with local arrangements for candidate interviews, including obtaining copies of relevant safer recruitment documentation.
- To assist the Head Teacher with local induction arrangements for new starters
- To manage the staff absence administration process, recording the information in line with local systems and processes. Updating the HR MIS system with the absence information in line with payroll cut off dates.
- To manage the process for the submission of the School Workforce Census, resolving errors and queries, and submitting to the DFE following authorisation by the Head Teacher.
- To ensure the Single Central Record (SCR) for all adults within the school is accurate, ensuring compliance with safeguarding and statutory requirements, supported by the central HR team.
- To check and authorise agency timesheets
- To conduct return-to-work meetings for staff, ensuring a supportive and compliant reintegration process
- As part of the overall staff absence management process, to support the head teacher with occupational health referrals as required, with support and guidance from the central HR team as required.
- To develop and maintain staff care plans.
- To review monthly payroll reports, identifying and resolving discrepancies or variances to ensure accurate staff payments and record keeping in the MIS system.

	<p><u>Financial Management</u></p> <ul style="list-style-type: none"> • To notify the central finance team when cash collections are required. • To monitor the premises and administration budgets, ensuring resources are allocated efficiently to meet the operational needs of the school <p><u>General Responsibilities</u></p> <ul style="list-style-type: none"> • To ensure value for money in local procurement processes. • To liaise with various Trust Stakeholders and outside agencies, representing the school's interests and presenting its positive image. • To attend meetings, inside and outside of the school, where and when directed, in order to take minutes and arrange their production and distribution. • To assist with telephone enquiries, dealing with queries and providing general information about the school. • To be tactful and have respect for the need for confidentiality to all concerned including members of staff and the parents. • To control, prioritise and distribute workload accordingly. • To work with the leadership team on all issues to do with health, safety, welfare and child protection. • To uphold the vision, ethos and high standards of the school; to demonstrate leadership in approaching the role in a proactive way and to work with unfailing commitment towards continuous improvement. • To play a key role in the organisation of whole school events, in liaison with other staff. • To provide assistance and coordination as required with school liaison and marketing activities. • To assist in project work relating to the development of the school as may be required from time to time. • To maintain an understanding of school procedures and priorities.
<p>Line management responsibilities</p>	<ul style="list-style-type: none"> • Administration staff • School based premises staff • Welfare Staff
<p>General responsibilities</p>	<p>All employees are expected to:</p> <ul style="list-style-type: none"> • Undertake any training commensurate with the post. • Show a responsible attitude to health and safety issues and have due regard for their personal safety and that of others.

- Support, uphold and contribute to the development of the school's equal rights policies and practices in respect of both employment issues and the delivery of services to the community.

The Learning in Harmony Trust reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Trust's business. This job description does not form part of the contract of employment.

Person Specification

We are committed to and champion equality and diversity in all aspects of employment with the Learning in Harmony Trust. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Where the Evidence is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

(Application form - AF, Interview - I, certificate/test - C)

Attributes	Essential	Desirable	Evidence
Qualifications	Good standard of education (eg 5 A*-C at GCSE including English and Maths or NVQ Equivalent)		AF
Professional Experience and Knowledge	<p>The ability to undertake a wide range of admin tasks using set procedures. The post holder should have a sound knowledge of compliance and financial procedures, particularly in relation to schools.</p> <p>Knowledge of the administrative functions within an office environment</p> <p>Good working knowledge of Microsoft Office/Google Workspace.</p> <p>Experience of using school Management Information Systems.</p> <p>The ability to work under pressure to tight deadlines.</p> <p>The ability to prioritise and organise workload</p> <p>The ability to communicate effectively.</p> <p>The ability to respond to changing needs of the school.</p> <p>An understanding of what constitutes a safe school culture.</p> <p>The ability to work with minimum supervision and be able to confidently supervise the work of less experienced staff.</p> <p>Excellent communication skills both verbal and written</p> <p>Experience of administrative systems both manual and IT based</p> <p>Experience of managing staff and working in a busy office situation.</p> <p>Experience of working with the public and other stakeholders.</p>		AF/I

Personal aptitude, qualities and skills	<p>Excellent communication skills; e.g. verbal, ICT, written</p> <p>Ability to prioritise, manage and schedule large and varied workloads, clearly developed organisational skills</p> <p>Ability to work on own initiative and as part of a team with minimum supervision</p> <p>Ability to organise, plan and manage events</p> <p>Ability to negotiate</p> <p>Attention to detail</p> <p>Ability to keep calm and cope with the unexpected.</p> <p>Ability to relate and communicate effectively with staff, parents and children with a good standard of interpersonal skills and confidence.</p> <p>A positive approach to work with high professional standards.</p> <p>A strong understanding of the requirement to maintain confidentiality in the workplace.</p> <p>To ability to deal with situations in a sensitive and appropriate manner..</p> <p>Friendly and approachable.</p> <p>Enthusiastic, self-motivated and flexible in response to the changing demands of the role.</p> <p>Commitment to promoting and safeguarding the wellbeing and welfare of pupils.</p> <p>Have the ability to form and maintain appropriate relationships and personal boundaries with children and young people, including those with challenging behaviour.</p>		AF/I

The post will be offered on a conditional basis, subject to satisfactory Safer Recruitment checks.