



## JOB DESCRIPTION

**JOB TITLE:** School Operations Manager

**GRADE:** TPLTSS 10

### **Overall aim:**

The Director of Operations oversees trust systems that are implemented locally, providing expert support & challenge to the Operations Managers in each school who are accountable to the Headteacher as part of the leadership team.

Will liaise and ensure informed communications with subject matter experts within HR, Finance and Estates. Implement policies, systems and processes for all non-educational school operations, ensuring the smooth running of schools, 6<sup>th</sup> forms, Alternative provision units, SEN units and nursery and pre-schools (as applicable) from an operational perspective, including:

- Occupational facilities: catering, cleaning, (non-facilities) caretaking i.e. porter duties, energy management. Monitors operational service delivery within the school, escalating concerns where appropriate i.e. Trust contracts, managing day to day operations i.e. compliance condition arrangements.
- Compliance and accountability: contributes to the drafting of relevant internal policies and procedures and supports arrangements for policy implementation i.e. applying school context to critical incident plans; DPIAs etc.. contributes to the internal reporting cycle, including management information that will be shared with Trustees for all sorts of purposes including, internal and external scrutiny, quality assurance, implementing local actions. i.e. fire audits, data protection audits etc..
- Managing risk across all elements of their operational role: i.e. contract management, drafting and implementing risk assessments or supporting others in the creation of risk assessments, and monitoring their mitigations. Draws on expert advice to formulate specific arrangements for managing and mitigating risk, health, safety and environmental issues relating to the estate, escalating issues where necessary.
- Supports staff, colleagues and managers in understanding and complying with relevant policies and procedures.
- Coordinates business continuity: disaster recovery, critical incident and contingency planning processes across the school.
- Ensure information for publications and statutory returns are completed in a timely and accurate manner.
- Contributes to discussions that will help influence school strategic priorities and resource implications, i.e. is on SLT.

- Supports staff, colleagues and managers in understanding and complying with procurement and value for money, efficiencies and sustainability.
- Non-educational student activities management: educational visits, transport, minibus management, first aid, emergency planning. Potentially acting as the EVC, or line manages the EVC.
- Provides data and information in support of estate activities, including expansion and capital improvement plans, across the school and supports the development of the school's estate strategy. Maintains the asset register and coordinates the disposal/acquisition of school assets in adherence to the Trust strategy.
- Supports staff, colleagues and managers in understanding and complying with environmental sustainability, energy management etc...
- Assesses identified repairs and improvements against budget and available provisions for repair.
- Health & Safety: monitors and manages health and safety procedures relating to the estate.
- Public Relations: marketing, communications & events, researches and defines the stakeholder groups and implements consultations to establish their perception of the school to support strategic planning and support the development of a marketing and communications plan to meet the school's strategic priorities. Assists in enabling a positive reputation for the school and monitors communication channels and the liaison with the local community.
- Nursery provision (where applicable) liaises with the Headteacher, Nursery Manager and Head of Nursery & Pre-Schools to ensure the smooth delivery of nursery operations within the school setting.
- Commercial activities: creates and coordinates the school's income generation plan in liaison with Central Team, including debt management, of identified income generating activities and engages with stakeholder groups to maximise opportunities – grants, volunteers, lettings, fundraising, wrap-around provision. Coordinates access to the school estate and facilities where appropriate.
- Will be accountable to the Headteacher.
- Will receive continue professional development in order to be proficient in their role and engage with all central team service areas i.e. IOSH training for H&S.
- Line management: office and operational teams, site teams.

## **Finance**

- Monitors and controls performance of delegated budget areas to achieve value for money.
- Leads on any delegated financial responsibilities necessary to support the centralised finance function and in accordance with established trust procedures.
- Assists with the overall budget planning process.
- Lead on school specific trust approved bid submissions and ensure robust record keeping is in place (Non-grant income & trading activity).

- Supports the trust finance team by highlighting operational matters and identifying potential solutions, in response to significant or unforeseen developments, which will impact on the school budget.
- Support the Headteacher in developing proposals and business cases drawing on the support of specialist trust colleagues.
- Demonstrates familiarity with finance policies and relevant regulatory frameworks.

## **HR**

The postholder will ensure the school's vision and strategic objectives are supported through effective recruitment, retention and workforce development plans that identify the types of skills, knowledge and experience required to undertake existing and planned school developments. The postholder will be responsible for championing the Equality, Diversity and Inclusion agenda within the school, to ensure the best possible people have the opportunity to join and stay working within the school.

- Act as the school's key link to the Central HR Team and work closely with the HR School Partner to ensure that the implementation of people policies and procedures are monitored.
- Supporting the Headteacher to define the case for change including and creating and preparing business cases as required.
- Supports managers with staff resourcing, providing particular advice around equality, diversity and inclusion (EDI) and protected characteristics.
- Support and train staff in the school as required in respect of Trust's HR procedures and processes, including user-facing systems.
- Ensures relevant staff receive coaching and training to carry out their roles.
- Supports managers with staff resourcing, providing particular advice around equality, diversity and inclusion (EDI) and protected characteristics.
- Works with managers to set, develop and deliver the recruitment and selection process and their role in it.
- Works with managers to ensure new staff undergo appropriate and supportive induction processes.
- Administers safer recruitment processes in accordance with Keeping Children Safe in Education (KCSIE) and any other future equivalent statutory requirements, including maintaining an up to date Single Central Record (SCR) and acting in accordance with guidance from the Disclosure and Barring Service (DBS).
- Check all pay claims and casual claims for accuracy, for all staff.

## **Work Demands**

Work is subject to the interruption to the programme of tasks but not involving any significant change to the programme.

## **Physical Demands**

Work requires normal physical effort

## Working Conditions

Work is normally performed in a heated, lit and ventilated indoor environment. The postholder may be exposed to occasional noise or outside conditions.

Work involves minimal risk to personal safety or injury, illness or health problems arising from the environment or the public.

## Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

### Person Specification

Assessment criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>• Excellent numeracy and literacy skills evidenced by GCSE A* - C in English and Maths (or equivalent)</li><li>• A good standard of education evidenced by A/AS level qualification to NVQ level 4</li><li>• Evidence of continuing professional development</li></ul>	<ul style="list-style-type: none"><li>• Relevant vocational qualification/s.</li><li>• Hold a degree qualification</li><li>• Level 3 or above or equivalent in School Business Leadership</li><li>• Membership or Fellowship of the Institute of School Business Leadership</li></ul>
Experience	<ul style="list-style-type: none"><li>• Evidence of effective leadership and line management of staff including a team</li><li>• Evidence of managing budgets</li><li>• Undertaking and developing a range of administrative tasks to a high standard</li><li>• Preparing and presenting data and reports</li><li>• Implementing policies and administrative processes</li><li>• Working on confidential matters</li></ul>	<ul style="list-style-type: none"><li>• Substantial experience of working in an operations role.</li><li>• Managing at Leadership Team Level</li><li>• Evidence of managing change projects</li><li>• Experience of procurement</li><li>• Evidence of managing health and safety</li><li>• Working in an educational environment or with children and young people to support school improvement</li><li>• Experience of using iTrent, SIMS or bespoke Management Information System</li></ul>

<p><b>Skills</b></p>	<ul style="list-style-type: none"> <li>• Excellent IT skills that include a sound working knowledge of Microsoft Office, email and use of the internet.</li> <li>• Excellent keyboard and typing skills</li> <li>• High standard of written and oral communication skills and ability to understand convey information effectively</li> <li>• Highly organised and efficient. Great diary management and deadline management.</li> <li>• Excellent customer service and highly developed interpersonal skills</li> <li>• Excellent networking skills</li> <li>• Excellent accuracy and attention to detail</li> <li>• Good analytical skills</li> <li>• Excellent decision making and problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to deliver services and systems applicable for effective school management.</li> <li>• Able to deliver value for money initiatives.</li> <li>• Able to understand national &amp; regional educational services and deliver appropriate strategies.</li> <li>• Able to strategically influence decision making within the school.</li> </ul>
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Awareness of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection</li> <li>• Excellent understanding of administrative and operational processes for academy improvement</li> <li>• Good understanding and ability to use office equipment and resources proficiently</li> </ul>	<ul style="list-style-type: none"> <li>• A sound understanding of the processes of school improvement.</li> </ul>

	<ul style="list-style-type: none"> <li>• An understanding of the principals involved in being a successful leader as well as team member</li> <li>• Understanding of emotional intelligence in managing self and others.</li> </ul>	
<p><b>Personal competencies, qualities, attitude and behaviours</b></p>	<ul style="list-style-type: none"> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li> <li>• Emotional resilience in working with challenging behaviours.</li> <li>• Well-presented and personable.</li> <li>• Provide a welcoming environment and be calm, patient and diplomatic when dealing with staff, students, parents and visitors.</li> <li>• Articulate with a good standard of spoken and written English.</li> <li>• Hard working, flexible and enthusiastic.</li> <li>• Approachable and empathetic.</li> <li>• Positive with a 'can do' attitude, capable of using own initiative.</li> <li>• Manage and prioritise a varied and busy workload and work to deadlines.</li> <li>• Takes pride in a job done well.</li> </ul>	

<b>Equality</b>	<p>An understanding, acceptance and commitment to the fundamental principles of an equal opportunities.</p> <p>To work in a way that promotes equality of opportunity and respect for diversity.</p>	
<b>Safeguarding</b>	<p>Evidence of a commitment to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.</p> <p>To work in a way that promotes the safety and well-being of all children and young people.</p>	