

JOB DESCRIPTION

Job Title	School Operations Manager
Reports To	Headteacher
Contract Type	Permanent
Pay Grade & Scale Point	Grade 9
Working Weeks	52.143
Hours	37 hours per week, Monday to Friday
Location	Ralph Allen School

Overall Purpose

The School Operations Manager (SOM) is the most senior support staff professional within the School and works as part of the Leadership Team (LT) to assist the Headteacher in their duty to ensure that the school meets its educational aims. They are instrumental in ensuring the flow of information into and out of the Central Team into the School. They will be responsible for coordination and communication of all School business operations including finance, HR, site activities and administration.

Key Relationships

- Headteacher and wider employees within the school to include the Senior Leadership Team.
- Central Team and other Managers across the Trust.
- Chair and Clerk of School Governors.
- External stakeholders including agencies, contractors and service providers, parents, the public and external bodies.
- Although not a pupil facing role, student interaction may occur.

Key Role Responsibilities

1. Leadership and Strategy

- The post holder will be an active member of the School's Leadership Team, contributing at a strategic level to decisions and management of all resource, HR, facilities, finance, sustainability and facilities/estate issues.
- Line management of Finance Manager, Facilities Manger, HR Administrator and admin team.
- Negotiate and influence strategic decisions within the Leadership Team and develop the School Development Plan (SDP).
- Plan and manage change in accordance with the SDPP.
- Lead on the sustainability development of the school's infrastructure and resources.

2. Financial Management

The post holder will be the lead at the school in close working partnership with the Finance Manager for any delegated financial responsibilities necessary to support the centralised finance function.

- Discuss, negotiate and agree with the Finance Manager and Finance Team Partner a School budget including Capital plans.
- Use the agreed budget to actively monitor and control performance to achieve value for money, via the Monthly Management Accounts and present to School governors and Trust Directors.
- Highlight and propose revisions to the budget, if necessary, in response to significant or unforeseen developments.
- Identify and report any significant financial variances and identify solutions to resolve promptly any underlying issues.
- Present timely and fully costed proposals, business cases, recommendations, or bids.
- Procure goods and services that supports education delivery ensuring that:
 - all procurement activities comply with regulatory frameworks and legislation and trust delegation.
 - all contracts are appropriated and managed to appropriate time scales and best value is achieved with the school improvement priorities at the heart of decision making.
 - the effectiveness and implementation of agreements/contracts is effectively monitored.
 - contracts are regularly reviewed and renegotiated in line with Trust Contracts Register;
 - procurement is carried out in the most sustainable way.
- Ensure the effective operation of the Trust's financial control procedures within the School, addressing and reporting any issues on a timely basis, adhering to the scheme of delegation, Trust finance and VAT manuals and finance legislation including the Academies Financial Handbook.
- Support budget holders and Leadership Team in understanding their budgetary information and respond to budget-holder and Leadership Team queries.
- Create and deliver on the Income Generation Plan - maximise income through lettings and other activities, and actively seek other funding opportunities and oversee the management of any business associated with the School.
- Supporting training and induction of new staff members, signposting to appropriate help and resources as required.
- Advise the Headteacher and Trust Directors if fraudulent activities are suspected or uncovered.
- Ensure the School is compliant providing the financial information for year-end in a timely manner.

3. HR Management

- The postholder will ensure the Trust's vision and strategic objectives are supported through effective recruitment, retention and workforce development. The postholder will be responsible for championing the Equality, Diversity and Inclusion agenda within the school.
- Act as the School's key link to the Central HR Team and work closely with the HR Business Partner to ensure all recruitment, appraisal, staff development, grievance, disciplinary and redundancy policies and procedures comply with legal and regulatory requirements and that the implementation of HR policies and procedures are monitored.
- Maintain the staffing structure to ensure accurate people and budget management, ensuring that HR and Finance remain aligned, including creating and preparing business cases as required.
- Ensure the school's equality policy is clearly communicated to all staff in school
- Support and train staff in the School as required in respect of Trust's HR procedures and processes, including user-facing systems.

- Act as School Training Coordinator, ensuring records related to School staff statutory and mandatory training are appropriately maintained in accordance with the Trust policy.
- Check all pay claims and casual claims for accuracy, for all staff.
- Monitor, maintain and audit the Single Central record to ensure full compliance.

4. Facilities and Compliance Management

The postholder in conjunction with the Headteacher, will have delegated responsibility for Health & Safety and will ensure Trust policy is clearly communicated, available to all stakeholders and is appropriately implemented.

- Act as line manager to the Site Manager and ensure that facilities are developed in a sustainable manner.
- Act as the School's Health and Safety Coordinator and Fire Officer. Ensure a safe and secure environment for all stakeholders of the School.
- Plan, instigate and maintain records of fire practices and alarm tests.
- Follow sound practices in facilities management, sustainability and grounds maintenance.
- Ensure all relevant School administrative and compliance policies and processes are in place, including the Critical Incident Management and Business Continuity plans.
- Ensure that activities are compliant with the Trust's policy and notify the Headteacher/Trust Directors of any issues which may impact on the Trust.
- Ensure systems are in place for effective management, monitoring and reporting of health and safety issues, including risk assessments, First Aid arrangements, Accident reporting and response to Health and Safety Audits.
- Manage and monitor the effective use and security of the School's assets, energy and water resources. Develop sustainability practices to reduce consumption.
- Ensure that any agreed site improvements/developments are effectively implemented.
- Monitor and report on damage at the School.
- Prepare business cases for any works and present them to the appropriate committee in conjunction with the Head of Facilities and Compliance.

5. Resource Management

The postholder promotes the highest standards of management within the operations function of the school and strategically ensures the most effective use of resources and teams in support of the school's objectives. The post holder also focuses on sustainability across all procurement and purchasing.

- Design and maintain administrative systems that deliver outcomes based on the school's aims and goals. Ensure these functions support the School needs, including School calendar, website, trips, events, risk management and local HR admin and meet the needs of the school in a sustainable way.
- Prepare information for publications and returns for the DfES, LEA and other agencies and stakeholders within statutory guidelines.
- Use data analysis, evaluation and reporting systems to maximum effect by ensuring systems are streamlined to maximise efficiency and avoid duplication.
- GDPR designated person (working alongside the Central Team). This includes processing all Subject Access Requests and ensuring compliance.
- Benchmark systems and information to assess trends and make appropriate recommendations.
- Ensure all administration related assets or equipment are functioning and adequate resources are available.

Working with Staff and Relevant Professionals

The postholder is responsible for providing professional leadership and management to a number of school support staff in partnership with the Headteacher, to enhance their effectiveness to achieve improved standards of administration, learning and achievement in the school.

- All staff are expected to have a clear understanding of the vision, aims, and ethos of the school, and an awareness of its role in the community. It is essential that the academic, pastoral and operations frameworks of the school are seen as inter-related. The postholder has a key role to play in delivering this.
- The postholder coordinates the appraisal process for all staff within the School, ensuring they are completed and returned within the specified time frame.
- Lead and motivate line managed staff effectively. Provide support, coaching and guidance, ensuring staff are appropriately trained and quality assure their work.
- Work collaboratively with the Central team, liaising with relevant colleagues on business operations. Provide information and reports as required in accordance with deadlines.
- Work with the Chair and Clerk of School Governors to support local governance arrangements (including policy approval) as required (in collaboration with the Central Team) and create high level reports and presentations for Governor's meetings.
- Maintain good working relationships with external stakeholders including agencies, contractors, e.g. catering, and service providers. Oversee arrangements for local monitoring of outsourced services, in line with wider Trust contract management arrangements.
- Liaise and network with other Operations Managers across the Trust to share knowledge and best practice. Participate in cross-hub or Trust projects as required.
- Attend all business operations related meetings, contribute and report as required.
- Communicate effectively and professionally with all stakeholders including, parents, students, the public and external bodies in person, writing, electronically and by telephone.
- Ensure written and electronic data entries, policies, reports, records, letters and other documentation are completed in an accurate, comprehensive, compliant and timely manner.
- Undertake or support investigations related to operational matters on behalf of the Headteacher or Leadership Team in line with policies and procedures.
- Research and prepare complex documentation such as reports and briefing notes for senior staff to a high standard.
- Contribute to the management of student behaviour and security.

Creativity & Innovation

The postholder will be required to work creatively and innovatively in a number of diverse areas within the strategic direction of the Trust and the School. The postholder is encouraged to network with others for inspiration and motivation to develop thinking.

Decision making and consequences

- The postholder will negotiate and influence strategic decision making within the school's Senior Leadership Team and school.
- The postholder will ensure that activities are compliant with the Trust's insurance policy (RPA guidance), support operation of insurance arrangements.
- The postholder will delegate tasks as appropriate to relevant staff, establishing expectations and deadlines. Identify where additional support or escalation is required and seek appropriate support if required.
- The postholders decisions, particularly in relation to finance, could impact materially upon the School or Trust and upon School staff in the short and long term and could have a significant impact.

Resources

- The postholder has overall responsibility for the School budget.

Line management/supervisory duties and responsibilities

- The post holder will line manage the Finance Manager, Facilities Manager, HR Administrator and Admin Team including receptionists.
- This post will be line managed by the Headteacher.
- This post is required to plan its own work and assist with devising processes that benefit the Trust and its academies.

Safeguarding

Work in line with statutory safeguarding guidance (e.g., Keeping Children Safe in Education) and our safeguarding and child protection policies.

Whilst this role does not work directly with students you will be based on site and have regular access to students and are therefore in regulated activity. Details of our Child Protection & Safeguarding Policy can be found on Access and is available on request.

Be committed to safeguarding and promoting the welfare of children and young people.

Work Demands

- The postholder is likely to be dealing with multiple tasks or issues with conflicting demands from within the School, Trust and at times DfE.
- The postholder will need to be able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.
- Always perform duties in all elements of the role, in a professional manner and with integrity, mindful of confidentiality as appropriate.
- Periods of concentration will be required to ensure compliance documents and policies are accurate and produced to a high standard.
- Periods of concentration will be necessary when building/maintaining the School budget and the monthly management accounts process.
- A great deal of the information and work dealt with is, of necessity, confidential, and it is important that none of this information is disclosed to any unauthorised person, and that is dealt with discreetly and with integrity.
- The postholder will need to maintain professional boundaries within the workplace befitting the role and nature of the information they will be party to.

Physical Demands

The postholder will be expected to undertake low intensity manual work associated with office and premises management, e.g. bending, stretching and lifting in the course of their duties, maintaining office equipment or responding to unexpected events which require physical input.

Working Conditions

Role is office based but may include visiting schools within the Trust for training, whole Trust meetings, etc.

May involve dealing with challenging situations which can require conflict resolution and dealing with emotive situations. Staff are likely to lean on the postholder for support.

General Responsibilities

- To put all pupils, in the Trust, at the core of all decisions and actions.
- To be an ambassador for Palladian Academy Trust.
- To uphold the vision, values and ethos which underpin the Trust and support how we work as a single organisation.
- Be aware of and support differences and ensure excellent and equitable opportunities so everyone can flourish.
- Contribute to the overall ethos/work/aims of Palladian Academy Trust.
- Participate, support, and comply with Trust arrangements for responding to emergencies and/or business interruptions.
- To be a reflective practitioner who is active in the pursuit of their own professional development.

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.

Professional Development

Undertake appropriate and agreed continued professional development through The National College and required Trust/School Development Days as required.

Team working and Collaboration

Participate in any relevant meetings/professional development opportunities both at the school and across the Trust, which is relatable to the responsibilities of your role.

- Notwithstanding the details in this job description, in accordance with the flexibility policy, the job holder will undertake such duties, across the Trust, as maybe determined by the Headteacher from time to time up to or on a level consistent with the principal responsibilities of the job. Postholders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.-This job description may be amended at any time following discussion between the line manager and member of staff and may be reviewed annually.

Expectations

As appropriate to the postholder's duties must be carried out in compliance with the following:

- Trust Policies
- Code of Conduct
- Charitable Financial Regulations Health and Safety at Work Act (1974) (and subsequent Health and Safety legislation)

- To work flexibly as required
- To maintain confidentiality of the Trust's affairs
- To always work within Code of Conduct, GDPR and the Safeguarding Policy
- Contribute to the management of student behaviour and security.
- Participate, support and comply with Trust arrangements for responding to emergencies and/or business interruptions.
- To put all children, in the Trust, at the core of all decisions and actions
- Commit to professional self-development, through participation in training, to include any necessary health and training and annual safeguarding training. They will work in line with the ISBL Professional Standards to ensure efficient and effective school business leadership and effective school resource management.
- To be an ambassador for Palladian Academy Trust
- To uphold the vision, values and ethos which underpin the Trust and support how we work as a single organisation.

Safeguarding Statement

The Palladian Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All short-listed candidates will be subject to the appropriate online checks and Google searches as part of our recruitment process. Your suitability to work with children and young people will form part of the selection process.

The successful applicant will, in accordance with statutory guidance, be subject to a comprehensive and robust pre-employment checking process. Prior to appointment Palladian Academy Trust will apply for an enhanced DBS check plus a further check against the appropriate barred list, references from current and previous employers, health screening, and the right to work in the UK.

Signed:

Signed:

Headteacher

School Operations Manager

Date:

Date:

PERSON SPECIFICATION – School Operations Manager

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Excellent numeracy and literacy skills evidenced by GCSE A* - C in English and Maths (or equivalent) • A good standard of education evidenced by A/AS level qualification to NVQ level 4 • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Relevant vocational qualification/s. • Hold a degree qualification • Certificate, Diploma or higher or equivalent in School Business Leadership • Membership or Fellowship of the Institute of School Business Leadership
Experience	<ul style="list-style-type: none"> • Evidence of effective leadership and line management of staff including a team • Evidence of creating and managing strategic financial plans • Evidence of managing budgets, financial reporting • Evidence of managing change projects • Experience of managing a broad portfolio of services • Undertaking and developing a range of administrative tasks to a high standard • Preparing and presenting data and reports • Developing and implementing policies and administrative processes • Working on confidential matters 	<ul style="list-style-type: none"> • Substantial experience of working in an operations role. • Managing at Leadership Team Level • Experience of procurement • Evidence of managing health and safety • Working in an educational environment or with children and young people to support school improvement • Working with school governing bodies • Experience of using SAGE Education, ACCESS, SBS, SIMS or bespoke Management Information System
Skills	<ul style="list-style-type: none"> • Excellent IT skills that include a sound working knowledge of Microsoft Office, email and use of the internet. • Excellent keyboard and typing skills • High standard of written and oral communication skills and ability to understand convey information effectively • Highly organised and efficient. Great diary management and deadline management. • Excellent customer service and highly developed interpersonal skills • Excellent networking skills • Excellent accuracy and attention to detail • Good analytical skills 	<ul style="list-style-type: none"> • Good analytical skills Able to deliver services and systems applicable for effective school management. • Able to deliver value for money initiatives. • Able to understand national & regional educational services and deliver appropriate strategies. • Able to strategically influence decision making within the school.

	<ul style="list-style-type: none"> ● Excellent decision making and problem-solving skills 	
Knowledge and Understanding	<ul style="list-style-type: none"> ● Full working knowledge of relevant policies, codes and legislation across all areas of the business function including facilities management, HR, Health & Safety and Risk Assessment, GDPR, Data protection ● Excellent understanding of administrative and operational processes for School improvement ● Good understanding of the development and implementation of policies, procedures and audit requirements around Finance, HR, Facilities & Compliance ● Ability to strategically influence decision making and resolving complex issues by anticipating problems and recommending solutions ● Keep up to date with current legislation, educational initiatives and school business leadership practice ● Ability to understand national & regional educational services and deliver appropriate strategies ● An understanding of the Headteachers involved in being a successful leader as well as team member ● Understanding of emotional intelligence in managing self and others. 	<ul style="list-style-type: none"> ● A sound understanding of the processes of school improvement.
Personal competencies , qualities, attitude and behaviours	<ul style="list-style-type: none"> ● Ability to form and maintain appropriate relationships and personal boundaries with children and young people. ● Emotional resilience in working with challenging behaviours. ● Well-presented and personable. ● Provide a welcoming environment and be calm, patient and diplomatic when dealing with staff, students, parents and visitors. ● Articulate with a good standard of spoken and written English. ● Hard working, flexible and enthusiastic. ● Approachable and empathetic. ● Positive with a 'can do' attitude, capable of using own initiative. 	

	<ul style="list-style-type: none"> ● Manage and prioritise a varied and busy workload and work to deadlines. ● Takes pride in a job done well. 	
Equality	<ul style="list-style-type: none"> ● An understanding, acceptance and commitment to the fundamental principles of an equal opportunities. ● To work in a way that promotes equality of opportunity and respect for diversity. 	
Safeguarding	<ul style="list-style-type: none"> ● Evidence of a commitment to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. ● To work in a way that promotes the safety and well-being of all children and young people. 	