



## **Job Description: Senior Operations Assistant**

### **Organisational information:**

Responsible to: School Business Manager

Functional Links: Senior Leaders; Finance Manager; Data Manager; ICT Manager; HR Manager; Site Team

### **Main Purpose of Job:**

- To support the School Business Manager and other Senior Leaders in the provision of efficient and effective operational and support services, to ensure the school meets its aims and objectives.
- To work collaboratively with colleagues in school and external partners to provide the best possible learning and working environment for staff and students, and support the ethos of the school.
- To deliver on key operational responsibilities across a number of functional areas including estates, health and safety, capital projects, and ancillary services, and deputise for the School Business Manager.

### **Duties and Responsibilities:**

#### **Premises/Estates management:**

- Assist the School Business Manager in the development and implementation of the capital development plan and the preparation of maintenance schedules;
- Project manage or work in conjunction with the School Business Manager for schemes that include refurbishment or developmental work for the premises;
- Assist the School Business Manager in the preparation and submission of capital bids, and applications for supplementary external funding, for work to be undertaken on site;
- Assist with procurement processes and ensuring best value;
- Act as a first point of call for building and maintenance related issues in the School Business Manager's absence;
- Assist in the management of lettings, ensuring compliance with Keeping Children Safe in Education;
- Support the School Business Manager in the preparation of reports to the governors.

#### **Health and Safety:**

- Work with the School Business Manager and governors to ensure that school is compliant with health and safety legislation;
- Assist the School Business Manager with the oversight and assurance of compliance management, including the administration of Every Compliance Tracker;
- Liaise with external agencies who provide the school's health and safety audits;
- Assist the School Business Manager in the implementation of risk management;
- Perform and review premises risk assessments as necessary;

- Maintain and update the business continuity plan and the risk register;
- Oversee accident management incidents;
- Administer offsite educational visits through the Evolve system

#### **Catering and Cleaning Provision:**

- Liaise regularly with the catering manager to ensure the appropriate level of service and food quality is being delivered;
- Manage and administer the cashless catering system and ParentPay, including all parental queries;
- Assist the School Business Manager to supervise the cleaning contract and ensure that the cleaning service is delivered to specification within the working framework of the school.

#### **Transport:**

- Liaise with relevant local authorities and transport providers to ensure services meet needs and are safely and efficiently conducted;
- Ensure key messages about school transport are clearly communicated to all stakeholders;
- Manage day to day school transport enquiries and concerns.

#### **GDPR:**

- Deputise for the School Business Manager as data protection lead for the school when required;
- Support the School Business Manager with subject access requests, freedom of information requests and data breaches.

#### **Admissions:**

- Assist the data manager in the administration of primary admissions;
- Receive and process all In Year Transfer requests, including the administration of a waiting list and liaising with relevant staff, local authority admissions and parent/carers.

#### **Marketing/Events/Communication:**

- In conjunction with the Head's PA, ensure the school's website is up to date and meets statutory requirements;
- Continue to extend the positive profile of the school in our community, utilising the press, school website and local stakeholders, and develop the use of social media to promote the school;
- Assist the School Business Manager to facilitate high quality transition events;
- Assist with key school events, photographs etc in consultation with the School Business Manager;
- Assist the School Business Manager with the planning and administration of the whole school calendar.

#### **Governance:**

- Provide a key point of contact for the governing body and the clerking service, and provide administrative support to the governing body;
- Maintain the school's policy tracker, ensure a timely check of policies as per the review schedule and update statutory policies on the school's website.

**General:**

- Monitor, evaluate, develop and document school office systems and procedures in collaboration with Senior Leaders;
- Cover for support staff in occasions of absence;
- Provide administrative support to the Deputy Heads, undertaking a variety of administrative, clerical and managerial tasks, as directed by the School Business Manager.

The Deputy School Business Manager will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.

## **Person Specification**

	Attributes
Experience	<p>Evidence of business or administrative experience to support the day to day operation of an establishment/company within financial constraints</p> <p>Experience of site/project management</p> <p>Experience in managing a positive health and safety culture, and knowledge of health and safety regulations in a school setting</p> <p>Experience of managing change and implementing new systems/procedures/controls</p>
Skills and Abilities	<p>Ability to manage and prioritise workloads, working within tight budgets and timescales</p> <p>Ability to be proactive and work on own initiative with limited supervision and be able to manage concurrent projects and priorities</p> <p>Ability to direct and co-ordinate the work of others, devolving responsibilities and delegating tasks</p> <p>Excellent communication skills, both verbally and written</p> <p>Ability to cope with interruptions and remain calm under pressure</p> <p>Able to assist in the development of policies and implement new procedures in line with the needs of the school</p>
Qualifications and Training	<p>Educated to A level or significant business management or school experience</p> <p>Health and safety qualification or the willingness to undertake one</p> <p>Evidence of excellent ICT skills</p> <p>Willingness to learn or train to develop knowledge and understanding further</p>
Personal Qualities	<p>A positive, proactive and innovative approach to solving problems</p> <p>Adaptable, flexible, diplomatic and committed to raising standards</p> <p>Confidentiality, integrity and reliability</p> <p>Commitment to promoting the ethos and values of the school, and to safeguarding and equalities</p> <p>Able to attend evening meetings/events if required</p>
Other Factors	<p>DBS clearance at Enhanced level</p> <p>Willing to be called out of core hours in the case of site emergency</p>
Hours and Grade	<p>37 hours term time only plus 1 week: 39 weeks</p> <p>Grade 6 starting salary £25,979 pro-rata to contract. Actual salary £22,350</p>