



SOLIHULL
ALTERNATIVE PROVISION
MULTI ACADEMY TRUST

Job Description

Job Title:	Academy Operations Manager
Location:	Daylesford Academy
Salary Band:	Band E, Points 27 - 33 £38,220 - £44,075 per annum pro rata, Actual Salary: £32,764 - £37,784 (39 weeks worked, 44.7 weeks paid)
Contract:	37 hours per week, term time only plus INSET days
Line Manager:	Headteacher

Overall Purpose of the Role:

Reporting to the Headteacher, the Academy Operations Manager will lead the academy's operational, administrative and data functions, ensuring the school operates efficiently, effectively and in full compliance with statutory and Trust requirements. The postholder will contribute to whole-school improvement through the leadership of administration, data management, attendance systems, examinations, safeguarding administration, SEND administration, information governance and operational support services.

The Academy Operations Manager will oversee the school office, ensuring high-quality services are delivered to pupils, staff, parents and external stakeholders. The role will provide leadership for management information systems, GDPR compliance, workforce administration, operational communications and regulatory compliance, while contributing to the wider leadership of the academy.

The postholder will be responsible for promoting and safeguarding the welfare of children and young people and will ensure safeguarding requirements are fully embedded within operational systems and processes.

Operational Leadership

- Positively and actively contribute to whole-school improvement through the provision of high-quality operational leadership and business support to the Headteacher and Senior Leadership Team.
- Act as a member of the Extended Leadership Team and contribute to strategic planning, academy development priorities and operational decision-making.
- Develop, implement and review administrative systems, procedures and processes to maximise efficiency and effectiveness, working in line with the Central Team to ensure alignment with the wider Trust systems and processes.
- Ensure effective communication systems are in place across the academy and support leaders in the delivery of operational objectives.

- Oversee the academy calendar, operational planning cycles and coordination of key events and activities.
- Support the planning and delivery of academy events, open evenings, parental engagement events, external visits and stakeholder meetings.
- Undertake specific operational improvement projects as directed by the Headteacher.

Line Management

- Line manage administration and reception staff.
- Conduct supervision meetings, performance reviews and annual appraisals for direct reports.
- Support the professional development of operational staff through coaching, mentoring and training opportunities.
- Ensure appropriate staffing arrangements are in place to support academy priorities and maintain service continuity.
- Promote a culture of continuous improvement, accountability and professional excellence within support teams.

Data Management and MIS

- Lead the strategic development and management of the academy's Management Information System.
- Ensure the accuracy, integrity and security of pupil, staff and operational data.
- Develop the Academy's use of data to support operational effectiveness and improvement.
- Produce, analyse and present reports relating to attendance, behaviour, safeguarding, SEND, pupil outcomes and operational performance.
- Lead statutory data collections and submissions, including school census returns and associated reporting requirements.
- Provide training and support to staff in the effective use of management information systems and reporting tools.
- Develop and maintain reporting systems that provide accurate and timely management information to leaders and trustees.

Attendance

- Lead and oversee academy attendance systems and processes.
- Monitor attendance data, identify trends and ensure appropriate interventions are implemented.
- Support leaders in developing attendance improvement strategies and action plans.
- Liaise with parents, carers, external agencies and the Local Authority regarding attendance concerns.
- Ensure attendance data and procedural documentation are maintained accurately and in accordance with statutory requirements.

Safeguarding and SEND Administration

- Provide leadership and oversight of safeguarding and SEND administrative processes.
- Act as a DSL and undertake all necessary training.
- Maintain secure and accurate safeguarding records and monitoring systems.
- Ensure safeguarding information is transferred appropriately and in accordance with statutory guidance when pupils join or leave the academy.
- Oversee the administration of EHCP annual reviews and associated statutory processes.

- Ensure SEND records and documentation are completed accurately and within statutory timescales.
- Produce reports and data required for safeguarding, SEND, child protection and multi-agency meetings.

Examination and Student Information

- Act as Exams Officer and provide operational oversight of examinations administration and regulatory compliance.
- Liaise with SENCo about Access Arrangements.
- Ensure examination procedures comply with Joint Council for Qualifications (JCQ) and awarding body regulations.
- Oversee examination communications, timetabling arrangements and access arrangements processes.
- Support the maintenance and administration of student information, admissions processes and timetable changes throughout the academic year.

HR & Workforce

- Work collaboratively with the Trust HR team to manage day-to-day HR administration.
- Act as the first point of contact for routine HR matters and provide advice and guidance to staff in accordance with Trust procedures.
- Monitor staff absence and support the Headteacher with absence management procedures, including return-to-work processes.
- Ensure induction procedures are completed for all new employees.
- Maintain the Single Central Record and ensure compliance with safer recruitment requirements.
- Monitor mandatory training compliance and maintain accurate staff training records.
- Support staff wellbeing initiatives and workforce development activities.

Information Governance and Compliance

- Act as the academy lead for information governance and GDPR compliance.
- Manage Subject Access Requests, Freedom of Information requests and data protection enquiries.
- Ensure compliance with statutory data protection legislation, Trust policies and operational procedures.
- Maintain records in accordance with retention schedules, confidentiality requirements and regulatory expectations.
- Support external inspections, audits and compliance reviews through the provision of reports, records and evidence.
- Ensure all operational systems meet safeguarding, compliance and quality assurance standards.

Communications and Marketing

- Lead operational communications with parents, carers and external stakeholders.
- Manage academy communication systems, including Arbor communications, letters, text messaging and operational updates.]
- Oversee the academy website and social media platforms, ensuring content remains current, compliant and effective.
- Support academy marketing and promotional activities to strengthen stakeholder engagement and admissions.

Health, Safety and Security

- Co-operate with the employer on all issues to do with Health, Safety & Welfare.
- Support the School's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.
- Ensure appropriate operational risk management processes and compliance monitoring systems are maintained.

Others

To undertake any other duties and responsibilities commensurate with the grade and nature of the post, as reasonably directed by the Headteacher.

Pastoral Care

- Deal with or report, to the nearest member of the teaching staff, incidents that are seen or reported regarding pupils' welfare.

Continuing Professional Development – Personal

- In conjunction with the Line Manager, take responsibility for personal professional development, keeping up to date with research and developments related to Academy efficiency, which may lead to improvements in the day-to-day running of the Trust.
- Undertake any necessary professional development as identified in the Trust Development Plan taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Appraisal process - evaluating and improving own practice.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the CEO, the Director of Operations or the incumbent of the post.