



JOB DESCRIPTION

Job Title: Head of Operations
Reports to: Chief Operating Officer

Role Overview

The Head of Operations is responsible for providing strategic and operational leadership across key support functions to ensure the effective, efficient, and compliant running of the school. The role encompasses oversight of the Admin Hub, transport, cleaning, catering, events, and sustainability initiatives. The postholder ensures that all operational services are well planned, cost-effective, and aligned with the school's ethos and values.

The Head of Operations is a member of the Senior Management Team (SMT) and plays a key role in supporting the SMT, Senior Leadership Team (SLT), and the governing body in delivering the school's day-to-day operations.

Key Relationships

The postholder will work closely with senior leaders, teaching and support staff, governors, pupils, parents, and external stakeholders including regulatory bodies (ISI), professional associations (ISBA, AGBIS), and external suppliers and contractors.

Direct Reports

Bookings and Events Officer, Attendance Officer, Operations Officer, Procurement Officer, Admin Hub Support Officer, Reception Team, Transport and Logistics Manager, Cleaning Manager, Catering Manager (key contract contact and support)

Key Responsibilities

1. Operational Leadership

- 1.1. Provide effective leadership and management of operational functions, ensuring high standards of service delivery.
- 1.2. Plan and oversee operational activity to ensure efficiency, compliance, and value for money.
- 1.3. Lead in the organisation and delivery of major school and external events.
- 1.4. Ensure all operational areas meet regulatory and internal compliance requirements.
- 1.5. Contribute proactively as a member of the SMT.

2. Admin Hub

- 2.1. Lead the day-to-day operation and long-term planning of the Admin Hub.
- 2.2. Ensure staff are effectively briefed, managed, and aligned with school priorities.
- 2.3. Oversee school calendar coordination, working closely with senior leaders.
- 2.4. Implement quality assurance processes to improve systems and procedures.
- 2.5. Work collaboratively with the Head of Estates to ensure effective operational coordination.

3. Out of School Visits

- 3.1. Act as the School's Out of School Visits Co-ordinator.
- 3.2. Oversee all trips to ensure they are well planned, organised, and compliant.
- 3.3. Work with the Operations Officer to manage processes and documentation.
- 3.4. Ensure risk assessments and procedures meet required compliance standards.
- 3.5. Provide guidance and support to teaching staff on compliance and best practice.

4. Contract Management and Lettings

- 4.1. Oversee the catering contract, ensuring delivery meets operational, financial, and compliance expectations.



- 4.2. Manage the uniform contracts for the school, liaising with key stakeholders regarding this provision, ensuring sufficient stock levels and managing any uniform amendments for Lower and Senior School.
- 4.3. Manage and support the negotiation of supplier contracts as required.
- 4.4. Work with relevant colleagues to develop and manage lettings and income-generating activities across school facilities.

5. Transport

- 5.1. Oversee the school's transport provision, line managing the Transport and Logistics Manager and ensuring effective supervision of the driver team.
- 5.2. To oversee the strategic vision of the school regarding fleet purchasing and work collaboratively with the marketing and admissions team to ensure this key resource is promoted effectively and efficiently to recruit pupils to the school.
- 5.3. Work closely with the Transport and Logistics Management regarding budget management, recharging for internal budget management and fleet replacement rolling programme.
- 5.4. Working closely with the Transport and Logistics Manager to ensure compliance regarding the whole school fleet and driving team.

6. Cleaning

- 6.1. Oversee cleaning operations through the Cleaning Manager, ensuring high standards and effective management of the cleaning team.
- 6.2. Work closely with the Cleaning Manager and Cleaning Supervisors to ensure effective budget management and recruitment of the cleaning team, carrying out regular audits and training with the team.

7. Projects

- 7.1. Support and/or lead project management activities as required by The Head, or COO, including but not limited to planning, coordination, budgets, stakeholder management and communication, and timely delivery of objectives and outcomes.

8. Sustainability

- 8.1. Lead the development and implementation of sustainability initiatives across the school.
- 8.2. Work collaboratively with pupils, staff, and external partners to promote sustainable practices.
- 8.3. Develop measurable sustainability objectives and monitor progress.
- 8.4. Ensure alignment of sustainability goals across procurement, catering, transport, and cleaning functions.

9. General Duties

- 9.1. Undertake annual performance reviews for direct reports.
- 9.2. Support the COO in all aspects of operational management within the Bursary.
- 9.3. Undertake such other duties as may reasonably be required by the Head or COO.

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PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications		
Bachelor's degree or higher equivalent combination of education, training, and relevant experience		X
Experience		
Demonstrable track record of leading and developing a culture of performance review, improvement, and continuous change to meet the demands of a business operating in a highly competitive marketplace	X	
Influencing successfully at all levels within a medium sized multi- disciplinary organisational structure	X	
Management position within an educational/charitable organisation		X
Line management of staff	X	
Commercial experience in small or medium sized organisations	X	
Leading a team and directing/co-ordinating the work of others	X	
Basic skills and competencies		
Able to work accurately and methodically, with meticulous attention to detail	X	
Able to prioritise and organise effectively as well as work to tight deadlines	X	
Able to assimilate high volume of written information and data quickly and accurately	X	
High levels of literacy and numeracy skills	X	
Excellent communication skills both written and verbal. Able to communicate confidently and professionally with governors, staff, pupils, parents and inspectors	X	
Excellent analytical skills and sound judgement	X	
Intermediate/advanced user of Microsoft Office applications (especially Excel and Word) and databases (knowledge of SQL is desirable but not essential)	X	
Personal Qualities		
Patience, tact, diplomacy, empathy and sensitivity	X	
Inquisitive, confident to use own initiative, and open to new concepts and ideas	X	
Proactive, adaptable and flexible - a proven 'trouble-shooter' who recognises the primacy of operational delivery	X	

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Assertive but willing to listen and accept ideas from others	x	
Motivated to work as part of a team and enable others to flourish	x	
Willing to undertake training as and when required	x	
Willing to participate in the wider aspects of school life		x



Salary and Benefits

Salary and Working Pattern

This role is fixed term for a period of 12 months. We welcome applications from candidates seeking either full-time (37.5 hours per week) or part-time hours, with a minimum commitment of 22.5 hours per week. The salary range for this post is circa £58,000 per annum (full time equivalent), dependent upon the skills and experience of the successful candidate. Flexibility in working hours and pattern is required to meet the changing needs of the school.

The post-holder may be required to work during occasional weekends for school events such as the Open Day and Sports Day and other public events taking place on school premises (time off in lieu will be awarded for the hours worked on those days) and to be contactable for out-of-hours emergencies.

Holidays

Staff are entitled to 30 days of annual leave excluding the 8 days bank holidays, increasing to 35 days after five years' service. Up to 5 days leave is designated during the Christmas holiday period and will be set by the COO in advance. A day off in lieu for the Norfolk Show Day is also awarded to support staff; this must be taken on the day designated by the COO each year and is normally in the Christmas holiday period. Support staff must take their annual leave during the school holiday periods. For the Head of Operations, annual leave may be taken during term time with the advance approval of the COO as it is recognised that school holiday working will be required.

Pension

Subject to meeting the qualifying conditions, support staff are eligible for the Aegon pension scheme. The school will contribute 8% if the staff contributes a minimum of 4% of his/her salary into the scheme. Please note that this is a defined-contribution pension scheme.

Healthcare

Staff may benefit from a heavily subsidised private healthcare plan. To join, a full-time member of staff must contribute £100 per annum. The spouse and dependent children may also join the scheme at the prevailing corporate rate.

Lunch

Staff may enjoy a complimentary lunch in the school's Refectory during term-time.

Salary Sacrifice Schemes

Norwich School offers the Cycle to Work scheme.

NOTE: Please note that Norwich School is in the centre of Norwich with extremely limited parking. The successful candidate may apply for a parking space, but success will be dependent on availability and on meeting the school's criteria for awarding parking spaces. However, the school is well served by public transport systems. Bus stops are located just outside the Cathedral gates and there are frequent services for the various park 'n' Ride car parks as well as for other parts of the city and county. The Norwich mainline train station is only 5-10 minutes' walk from the school.