

JOB DESCRIPTION

Employment Details	
Job Title	Senior Operations Lead
Reports to	Associate Headteacher
Salary Band	Hay Q

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role
To support the delivery of outstanding operational leadership across the school, ensuring the effective and efficient running of all non-teaching functions. The Senior Operations Lead will act as the key conduit between central trust services and school-based implementation, enabling high-quality service delivery and compliance across operational areas. The role will ensure that professional services are well-coordinated, responsive, and aligned with the strategic needs of the school, working through both school-based teams and central trust colleagues.

Responsibilities
Operational Leadership • Provide day-to-day leadership of school operations, ensuring systems and processes enable the smooth running of the school. • Act as the primary interface between the school and central trust operational teams. • Ensure effective implementation of trust policies, procedures, and systems at school level. • Support the Headteacher and wider leadership team in operational decision-making and planning. Service Delivery & Coordination • Lead on the coordination of operational service delivery across the school, ensuring alignment with trust standards and expectations. • Act as the main point of contact for school-based colleagues accessing central services. • Ensure continuity of service delivery during periods of absence, change, or transition. • Monitor service effectiveness and escalate concerns or improvement opportunities to trust leaders. People Leadership

- Day to day oversight of school-based operational staff, including office, administrative, and site teams
- Promote a culture of collaboration, accountability, and high performance.
- Ensure staff are supported, trained, and aligned to trust expectations and priorities.

Compliance & Risk Management

- Work with trust operational leaders to ensure full compliance with statutory requirements and trust policies.
- Maintain oversight of risk management processes within the school.
- Ensure robust systems are in place for audit readiness and regulatory inspection

Functional Oversight

Work collaboratively with trust specialists to ensure effective local delivery across the following areas:

- **Finance & Procurement:** Ensure adherence to financial procedures, budget monitoring support, and efficient procurement practices.
- **Human Resources (HR):** Support implementation of HR policies, workforce planning, recruitment processes, and staff wellbeing initiatives.
- **Health & Safety:** Ensure compliance with health and safety legislation, policies, and reporting requirements.
- **Site & Estates:** Support site operations, maintenance, and facilities management through the site team.
- **IT:** Ensure effective use and support of IT systems in collaboration with central teams.
- **Compliance & Risk:** Maintain compliance frameworks and support risk mitigation strategies.
- **Office & Administration:** Support administrative functions to ensure efficient school operations and stakeholder experience.

Additional Duties and Responsibilities

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Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

PERSON SPECIFICATION

Qualifications and Training	
Essential	Desirable
GCSEs (or equivalent) including English & Maths	- Relevant professional qualification (e.g. School Business Management, HR, Finance, or Operations).
Skills and Experience	
Essential	Desirable
- Demonstrated ability to lead and manage teams effectively. - Experience of working across multiple operational functions (e.g. HR, finance, estates, compliance). - Excellent organisational, communication, and stakeholder management skills. - Ability to interpret and implement policies and procedures effectively. - Collaborative and solutions-focused approach - High attention to detail and accountability - Ability to manage complexity and competing priorities - Commitment to continuous improvement and service excellence	Experience of working within a multi-academy trust
Specialist Knowledge	
Essential	Desirable
- Proven experience in operational leadership, ideally within an educational or public sector environment. - Strong understanding of how schools operate within a multi-academy trust or similar structure.	Knowledge of education sector regulations and compliance requirements.
Personal Traits	
The successful candidate will:	
- Appreciate the differences between people regardless of ability or background and treat peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times. - Understand the boundaries of appropriate behavior when working with children and young people and always act in a way that respects these boundaries. - Understand the principles of confidentiality and adhere to them in respect to the information available within the workplace. - Have values that align with the ethos and culture of The White Horse Federation.	