



Felsted

FELSTED SCHOOL JOB DESCRIPTION **Global Operations Manager**

The Role

Accountable to: Head of Global Education Programmes

Accountable for: Global Education Apprentice/s; Seasonal Operations staff; Seasonal Pastoral staff

Campus: Senior and Prep

Full-time: residential during the Summer School and LEAP programmes.

The Global Operations Manager will provide effective operational and pastoral coordination across Felsted's Global Education programmes, ensuring that programmes are delivered safely, efficiently and to consistently high standards.

The role will require a flexible, hands-on approach and the ability to respond quickly and effectively to changing circumstances, ensuring that students are safe, well cared for and able to enjoy an outstanding programme experience.

Working closely with the Head of Global Education Programmes, the Operations Manager will coordinate operational planning, systems and processes, staffing, logistics, risk management and cross-School communication, with particular responsibility for the successful residential delivery of the Summer School and LEAP programmes.

The Operations Manager will work closely with colleagues across the School to ensure that Global Education programmes are well planned, organised and commercially sustainable.

Role Responsibilities (illustrative, not exhaustive, list)

Operational Planning and Programme Coordination

- Support the Head of Global Education Programmes with operational planning for all programmes.
- Coordinate agreed operational plans for Summer School, LEAP, Round Square Exchanges and other Global Education programmes.
- Ensure that appropriate resources, staffing, accommodation and facilities are in place for programme delivery.
- Maintain operational schedules, checklists and programme documentation.
- Coordinate the implementation of agreed systems and processes.
- Monitor day-to-day operational delivery and raise issues promptly with the Head of Global Education Programmes.
- Identify practical opportunities to improve efficiency and the student experience.
- Ensure agreed operational actions are followed through from planning to completion.

Cross-School Coordination

- Act as a key operational point of contact between Global Education and relevant School departments.
- Coordinate operational requirements with Estates, Boarding and Pastoral, Catering, Admissions, Finance, IT, Security, Medical Centre, Domestic Services and Transport.
- Ensure that relevant departments are aware of programme requirements and deadlines.
- Coordinate information and actions between Global Education and internal departments.
- Develop positive working relationships with internal and external partners to support smooth programme delivery.
- Escalate significant operational issues to the Head of Global Education Programmes as appropriate.

Risk Management, Health and Safety and Safeguarding

- Support the Head of Global Education Programmes in ensuring appropriate risk management arrangements are in place.
- Coordinate risk assessments for excursions, educational visits, airport transfers, events, accommodation and other programme activities.
- Ensure agreed health and safety procedures are understood and implemented.
- Support the preparation and communication of emergency procedures and contingency arrangements.
- Work closely with the Designated Safeguarding Lead and relevant School colleagues to support safeguarding arrangements across all programmes.
- Promote a strong culture of safeguarding, vigilance and personal responsibility amongst staff.
- Report safeguarding, health and safety and welfare concerns promptly through the appropriate channels.

Staffing and Workforce Coordination

- Support workforce planning for Global Education programmes.
- Assist with the recruitment, induction and deployment of operational and pastoral staff, working with relevant colleagues.
- Prepare staff rotas, accommodation arrangements and deployment plans.
- Coordinate staff training and induction to ensure staff are prepared for their responsibilities.
- Support staff wellbeing and maintain a positive, professional working environment.
- Monitor day-to-day staff deployment and raise operational or performance concerns with the Head of Global Education Programmes.
- Maintain appropriate staffing records and documentation.

Residential Programme Delivery

- Coordinate the day-to-day operational delivery of residential programmes, particularly the Summer School and LEAP.
- Coordinate student arrivals, departures, accommodation, boarding, meals, transport and day-to-day logistics.
- Ensure that student movements and transfers are safely and efficiently organised.
- Work closely with Pastoral Teams, Group Leaders and programme managers to support a safe, welcoming and positive residential experience.
- Be visible and accessible during residential programmes.
- Respond appropriately to operational issues and emergencies, escalating significant matters to the Head of Global Education Programmes and relevant School colleagues.

Airport Transfers and Transport

- Coordinate the planning and delivery of airport transfers and other programme-related transport.
- Coordinate flight information, transfer schedules, vehicles, drivers and staffing.
- Maintain accurate transfer information and schedules.
- Ensure agreed contingency arrangements are in place for delays, cancellations and other transport issues.
- Work closely with the School's Transport Manager and external transport providers.

Excursions and Educational Visits

- Coordinate the operational delivery of excursions and educational visits.
- Ensure itineraries, bookings, transport, staffing, risk assessments and student information are prepared in advance.
- Work with programme and academic teams to ensure excursions support the wider educational and student experience.
- Ensure appropriate procedures are followed for student supervision, registers, emergencies and changes to plans.
- Coordinate amendments to plans where circumstances change and escalate significant issues appropriately.

Lettings and Events

- Work closely with the Lettings & Events Manager to support the successful operational delivery of external lettings, events, conferences, sports camps and other commercial activities.
- Coordinate operational requirements with Estates, Catering, Security and other relevant departments.
- Assist with arrangements for staffing, facilities, risk management and client communication.
- Support efficient systems for managing multiple events and programmes alongside the School's core activities.
- Pass opportunities or suggestions for new lettings and commercial activity to the Director of Global Education or Lettings & Events Manager as appropriate.

Budget and Resource Management

- Support the Head of Global Education Programmes with operational budgets and financial planning.
- Monitor agreed operational expenditure and maintain accurate records.
- Process or coordinate invoices, purchase orders and other financial administration as required.
- Identify potential cost pressures and raise these promptly.
- Help ensure appropriate equipment, accommodation, facilities and other resources are available for programme delivery.
- Support effective use of resources and value for money.

Programme Development

- Contribute to the development of new Global Education programmes and services from an operational perspective.
- Provide practical advice on staffing, resources, logistics and operational requirements.
- Support the implementation of agreed new initiatives.
- Assist in developing practical systems and procedures to support programme growth.
- Provide operational feedback to the Head of Global Education Programmes on the feasibility and delivery of new initiatives.

Leadership and Management

The Global Operations Manager will provide day-to-day operational coordination and support to:

- Global Education Apprentice/s
- Seasonal Operations Staff
- Seasonal Pastoral Staff

The role will provide clear direction, support and accountability during programme delivery, while working within the agreed direction and procedures established by the Head of Global Education Programmes.

Person Specification

Essential:

- Experience in operational coordination, programme management, hospitality, events, residential programmes, education or a similar environment.
- Excellent organisational and planning skills, with the ability to manage multiple priorities.
- Experience of working within relevant health and safety, safeguarding or risk-management procedures.
- Strong communication and interpersonal skills.
- Experience of coordinating people, resources and logistics.
- Good financial and administrative awareness.
- Ability to develop and follow effective systems and processes.
- Strong practical problem-solving skills.
- Ability to remain calm and effective under pressure.
- Ability to work collaboratively with colleagues across an organisation.
- Willingness to work residentially during key programme periods.

The successful candidate will be:

- Highly organised and dependable.
- Practical, proactive and solutions-focused.
- Calm and confident under pressure.
- A strong communicator and collaborative team player.
- Comfortable working in a fast-paced and changing environment.
- Committed to high standards and continuous improvement.
- Approachable and supportive, with a strong focus on staff and student wellbeing.
- Enthusiastic about international education and creating outstanding experiences for young people.

Desirable:

- Experience of international education or residential summer schools.
- Experience of boarding or residential student provision.
- Experience of educational visits, excursions and airport transfers.
- Experience of working within an independent school.
- Relevant health & safety, safeguarding, first aid or management qualifications.

Key Working Relationships

Internal:

- Head of Global Education Programmes
- Director of Global Education
- Global Administrator
- Lettings & Events Manager
- Estates
- Boarding and Pastoral
- Catering
- Finance
- IT
- Security
- Medical Centre
- Domestic Services
- Transport
- Marketing
- Other School departments

External:

- International agents and partners
- Transport providers
- Excursion providers
- Activity providers
- Contractors
- Visitors and event clients

Measures of Success

Success in the role will be demonstrated through:

- Safe, efficient and consistently high-quality delivery of Global Education programmes.
- Effective operational planning and cross-School coordination.
- Successful coordination of staff deployment, training and wellbeing.
- Robust implementation of safeguarding, health & safety and risk-management procedures.
- Positive feedback from students, parents, staff and partners.
- Accurate management of operational expenditure and resources.
- Well-maintained systems and processes that support programme delivery.
- Successful delivery of new and existing programmes with minimal operational disruption.
- Effective identification and escalation of operational issues.

Other Duties

The post holder will be expected to undertake other reasonable duties consistent with the responsibilities and seniority of the role and to contribute positively to the wider work and development of Felsted's Global Education provision.

Reward and Recognition

- Annual leave allowance of 25 days plus public holidays
- Employer and employee contributory pension scheme
- Free life assurance scheme
- Lunch provided on full days worked
- Membership of the Felsted Gym and pool facilities at no cost
- Free parking
- Membership availability to the School's Healthcare Scheme via BUPA
- Membership to Felsted Connect (discounts and savings online and instore)
- Subsidised on-site Coffee Shop

Terms of Employment

- Permanent
- All-year round (52 weeks)
- Location of work will be Felsted School, Felsted, Essex, CM6 3LL.
- Normal working hours are Monday to Friday from 8:30am to 5:00pm. Flexibility in working hours will be required at times, in accordance with operational needs.
- Reside on-site during the International Summer School programme in July and August each year plus during LEAP.
- Salary: £40,000.00 p.a.
- Start date: 4 January 2027.

Felsted is committed to equal opportunities and maintaining a safe and secure environment for all pupils and a 'culture of vigilance' to safeguard and protect all in its care, and to all aspects of its 'Safeguarding (Child Protection and Staff Behaviour) Policy'. Please note, it is an offence to apply for this position if barred from engaging in a regulated activity relevant to children. All employees are subject to pre-employment checks, including a Disclosure and Barring Service check.

Signed: _____ Date: _____

Name: _____