



Operations Manager

Job Description and Person Specification

Contract Type:	Permanent
Salary:	Haberdashers' Trust Support Staff Scale Band 6 – S25 to S28 (£40,388- £43,607) including Inner London Allowance
School:	Haberdashers' Borough Academy
Location:	94B Southwark Bridge Road, SE1 0EX
Hours per week:	40
Accountable to:	School Business Manager

Job Purpose

The Operations Manager is responsible for providing a high quality, professional operations and facilities service to staff, students and visitors to Haberdashers' Borough Academy. You will support the school in delivering the highest standards and a clear business ethos across the school's operations and facilities function and ensuring the most strategic and effective use of resources to support the school's learning objectives.

This is an opportunity to make a real impact every day. You'll lead our dedicated operations and facilities team, oversee maintenance and repairs, manage budgets, and ensure every aspect of our site runs smoothly and safely. From developing long-term improvement plans to managing day-to-day operations, your work will help shape a setting that feels welcoming, professional, and cared for.

This is an exciting time to be joining our Trust as we look to build on the collective strengths of our wider estates team. The role will initially be based at Haberdashers' Borough Academy, but with the potential to work across sites and develop your skills as part of a wider Estates network.

Key Responsibilities of Role

Purpose of the role

To support the school's strategic objectives by managing operations and facilities, resources, health and safety, and site operations efficiently, ensuring a safe, secure, and well-maintained environment for students, staff, and visitors.

Facilities and Site Operations

- Oversee day-to-day management of the school site, ensuring safety, security, and operational effectiveness.
- Ensure repairs and maintenance are identified, logged, prioritised, and completed promptly.
- Conduct routine site inspections, including daily checks and classroom audits before term starts.

- Manage hard and soft services, including cleaning, security, mechanical, electrical, and building maintenance.
- Plan and manage space utilisation, building use, and future site development in line with strategic plans.
- Respond to emergencies and urgent issues, acting as site emergency call-out representative when required.
- Ensure all work completed by staff or contractors meets agreed standards.

Maintenance, Contracts & Procurement

- Plan, schedule, and manage preventative and reactive maintenance programmes.
- Manage contractors on site, including supervision, performance monitoring, and compliance.
- Prepare tender documentation, obtain and compare quotations, and manage contract awards to achieve best value for money.
- Liaise with landlords, local authorities, and external service providers.
- Procure goods and services required for site operations and projects.

Health, Safety & Compliance

- Ensure full compliance with health and safety legislation, policies, and statutory requirements.
- Coordinate risk assessments, inspections, and corrective actions, maintaining all required logs and records.
- Oversee fire safety arrangements, including alarms, drills, evacuation procedures, and liaison with emergency services.
- Act as point of contact for fire incidents during working hours.
- Ensure adequate first aid provision, training, incident reporting, and stock levels.
- Monitor contractor compliance with health and safety standards while on site.
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People & Resource Management

- Deploy and manage operations and facilities, cleaning staff, and external contractors to ensure effective service delivery.
- Monitor productivity, quality of work, and service levels, addressing issues as required.
- Lead and manage change to minimise disruption to school operations.
- Maintain and improve departmental procedures and documentation.

Financial Management

- Manage allocated budgets and monitor expenditure, ensuring value for money.
- Compile costings, forecasts, and reports in line with reporting requirements.
- Identify opportunities for efficiencies while maintaining service quality.

Customer Service & Security

- Act as first point of contact for site issues for visitors, students, and staff.
- Manage visitor access, security awareness, and temporary building access cards.
- Ensure the site is secure for students, staff, contractors, and visitors at all times.
- Support continuous improvement of service delivery and internal processes.

Stakeholder Management

- Build and maintain effective relationships with internal stakeholders, contractors, service providers, landlords, and authorities.
- Work closely with the Executive Business Manager to ensure coordinated delivery of services.

General

- As part of the Operations and Facilities team, set up and take down for school and Trust events such as assemblies, parents' evenings, training courses etc.
- To work within the school framework with regard to Health and Safety
- To promote equal opportunities in the school
- To promote the ethos of the Trust / school
- To promote the school's commitment to the continued professional development of all staff.
- To work within the school's framework with regards to Health and Safety.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children.
- To report any Safeguarding concerns in accordance with Trust's Safeguarding Policy
- To undertake any duties as may reasonably be required by the Executive Principal or Leadership Team
- To promote equal opportunities in the Academy and support the wider Trust EDI (Equality, Diversity & Inclusion) policy
- To actively promote the aims and ethos of the Trust
- To support the Academy's commitment to the continued professional learning of all staff
- To undertake any additional duties as may reasonably be required by the CEO or Principal
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children and to report any concerns in accordance with the Academy's safeguarding policies

Person Specification

	Essential Criteria	Desirable Criteria	Method of Assessment: Application (A) Interview (I) Assessment (AS) References (R)
Education & Qualifications	- GCSE Maths and English (Grade C, Grade 4 or equivalent) - An enhanced DBS (we will apply for this for you) - A full, clean UK drivers' licence - Well qualified in relevant discipline.	Health and Safety accreditation via appropriate agencies.	A, I, R, AS A, I, R, AS A, I, R, AS
Knowledge & Experience	- Excellent Interpersonal communication skills and ability to establish positive relationships with colleagues, students and parents - Good ICT skills - Up to date knowledge in a range of operations and facilities management protocols and guidance. - Strong professional knowledge in relation to aspects operations and facilities management detailed in job description. - A commitment to developing own professional knowledge and understanding. - An ability to outline specifications for repair and undertake risk assessments - Physical ability to carry out manual handling tasks	An interest in working within a Multi-Academy Trust setting	A, I, R, AS A, I, R, AS A, I, R, AS A, I, R, AS A, I, R, AS
Personal Qualities	- Clear commitment and understanding of the Trust ethos, vision and values and an ability to uphold them - Belief in equality and opportunity for all, ensuring that all staff feel included and listened to - Ability to establish and articulate a clear vision in an engaging way		A, I, R, AS A, I, AS, R A, I, AS, R

	• Determination and resilience • High level of interpersonal and communication skills and the ability to build relationships and influence at all levels – engaging with a range of stakeholders successfully • Commitment to collaborative working • High expectations of achievement, conduct and behaviour and a willingness to address situations where these fall short • Commitment to safeguarding and promoting the welfare of children and young people		A, I, AS, R A, I, AS, R A, I, AS, R A, I, AS, R A, I, AS, R
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Staff Development

We value our people. Professional learning is central to our success, and as a new employee, you will receive support from the Senior Directors of People and Professional Learning, alongside your line manager, to help you reach your full potential.

'Our People Strategy is key to our success and integral to this is our commitment to equity, equality, diversity, and inclusion . Bringing this to life is the responsibility of every member of staff. We take seriously any behaviour which undermines it. Anyone applying to work with us, should share this commitment.'