



## Job Description – HTO Operations Officer

<b>Job Description</b>	
<b>The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</b>	
<b>Summary of the role:</b>	<p><b>Job Title:</b> HTO Operations Officer</p> <p><b>Location:</b> Pilgrim Centre, Brickhill Drive</p> <p><b>Job Purpose:</b> See role summary</p> <p><b>Line Manager:</b> Head of Operations</p> <p><b>Hours:</b> 37 hours per week but the post-holder will be required to work as necessary to complete the job (subject to the Working Time Regulations 1998)</p> <p><b>Contract type:</b> Permanent</p> <p><b>Role Summary:</b></p> <p>To work with the Head of Operations to oversee the daily business functions are run effectively by managing processes, supporting HT employees, tracking and analysing data at the Trust office and to support the schools' Operations teams as necessary, to ensure key operational activities are addressed consistently across the Trust.</p> <p>Acting as a central support hub coordinating between departments to maintain compliance and assist in consolidating and reporting on areas where responsibility is delegated to the schools, but Trustees remain accountable (e.g. Health and Safety). Ensuring the timely delivery of cross-Trust operational and service improvement projects.</p> <p>Duties will include supporting the Trust office with operational projects, covering IT &amp; Cyber Security (hardware and software), Health and Safety compliance, environmental sustainability and office facilities requirements, including contract management for external/internal services working with the necessary stakeholders.</p>
<b>Main duties and responsibilities:</b>	<p>This job description does not form part of the contract of employment and may be varied in accordance with the demands of the appointment.</p> <p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• To support any operational projects as set by the Head of Operations – following scopes of work, managing the relevant tasks, communicating with key internal stakeholders and regular reporting back to management.</li> <li>• To manage the day-to-day operational aspects of the Harpur Trust office such as office interiors (including substantial furniture requests) and IT support, including contract management for office</li> </ul>

## Job Description – HTO Operations Officer

	<p>equipment (phones, photocopiers and franking machine) and cleaning services.</p> <ul style="list-style-type: none"> <li>• To undertake external benchmarking and suggest best practice solutions to deliver improvements to the operational aspects of the Trust office.</li> <li>• Working with internal and external experts as needed to update and maintain the relevant Trust policies (excluding HR),</li> <li>• To respond to queries and requests from the Trust schools in relation to these areas (often under specific time pressures).</li> <li>• Data Protection Regulations – GDPR and SAR support for the Trust office and wider school community. Ensuring training and guidance is available and any follow up supported as required.</li> </ul> <p><u>Specific Responsibilities</u></p> <p><b>Health and Safety Compliance</b></p> <ul style="list-style-type: none"> <li>• To liaise with the Health and Safety Consultant on the annual audit and co-ordinate the updates for the Health and Safety Policies (the Trust Policy, the HT office and the Pilgrims Centre).</li> <li>• Working with the Facilities Manager ensure the health &amp; safety policy is always implemented, put into practice and is subject to review and assessment at regular intervals or as situations change, including a termly H&amp;S meeting for HTO.</li> <li>• Monitor safety performance through internal audits on Forms and the use of the reporting system, Every.</li> <li>• Monitor and report on DSE (Display Screen Equipment) returns for HTO, offering practical advice and support. (New starters, office moves &amp; periodically thereafter every 2 yrs)</li> <li>• Accountable for ensuring policies are in place to enable the identification of hazards and risk assessments and to be the escalation point from the Estates team for dealing with identified hazards at the Pilgrim Centre.</li> <li>• Maintain systems for effective monitoring, measuring, and reporting of health and safety issues to the termly H&amp;S HTO meeting and escalating as necessary to the Head of Operations</li> <li>• Support all tenants at the Pilgrim Centre site in adhering to Health and Safety regulations. Escalate as necessary.</li> <li>• Undertaking and monitoring risk assessments for HT office.</li> <li>• Keep up to date with HSE guidelines to ensure ongoing compliance.</li> </ul> <p><b>IT and cyber security</b></p> <ul style="list-style-type: none"> <li>• Working closely with the IT team:</li> <li>• Document and keep up to date the operational IT aspects of the Trust and to manage the day-to-day SLA for the Harpur Trust Office's internal IT provision and cyber security.</li> <li>• Work collaboratively to support improvements and innovate more efficient ways of working and utilisation of the systems and software.</li> <li>• Coordinate project implementation of new or upgrades to any IT software within the Trust office working with necessary stakeholders.</li> <li>• Review and keep up to date the Trust's disaster recovery policies.</li> </ul>
--	---

## Job Description – HTO Operations Officer

	<ul style="list-style-type: none"> <li>• To conduct an asset review for the HT office and to establish and monitor an ongoing replacement plan working within a set budget.</li> </ul> <p><b>Environmental Sustainability</b></p> <ul style="list-style-type: none"> <li>• To support the production of timely information to comply with the Simplified Energy Carbon Reporting (SECR) and ESOS, and to follow up on the findings.</li> <li>• Day to day support and uploading of data on inhouse environmental reporting platform. Providing analysis and thoughts on findings to the Head of Operations and wider HTO departments to instil best practice.</li> <li>• To be part of cross-Trust projects within the environmental sustainability agenda</li> </ul> <p><b><u>Other</u></b></p> <ul style="list-style-type: none"> <li>• The jobholder will be responsible for ensuring that their working knowledge and skill base is kept up-to-date to ensure that they can advise and support appropriately.</li> <li>• Support the Reception team as required (being part of the lunch/holiday cover rota)</li> <li>• Maintain confidentiality at all times in respect of HT-related matters and to prevent disclosure of confidential and sensitive information.</li> </ul>
--	--





## **Job Description – HTO Operations Officer**