

SCHOOL OPERATIONS MANAGER JOB DESCRIPTION
FULL TIME, PERMANENT
SALARY: M1

The post holder is required to perform the duties below. S/he will be responsible to St Albans Girls' School's Headteacher and will demonstrate a genuine commitment to our Equality and Diversity policy, which reflects the rights and needs of our entire school community. This is a significant post within the school, which carries with it responsibility for school leadership (working closely with the Director of Estates and Operations for Ambition Education Trust), for leadership and operational management of whole school responsibilities. The post also requires you to work collaboratively with Middle and Senior leaders as well as leading and managing support staff colleagues.

This job description will be reviewed annually which will form the basis of the Appraisal procedure. Any issues relating to the review of this job description should be brought to the Headteacher's notice by the post holder through the senior line manager. The post holder will undertake the following specific responsibilities in order to fulfil our statutory requirements, school Trust aims, policies and targets:

SCHOOL OPERATIONS MANAGER JOB DESCRIPTION
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Responsible for: the smooth running of school operations, the site team, the school Premises Officer and collaboration with other colleagues that contribute to the running of the school
Responsible to: Headteacher

Expectations

Core Purpose:

1. The School Operations Manager is the school's leading support staff professional and works alongside the school's Senior Leadership Team (SLT) in his/her duty to ensure that the school meets its educational aims
2. The School Operations Manager promotes the highest standards of the school's premises and will take a lead in ensuring school events run smoothly
3. The School Operations Manager will support the school Headteacher and the Trust's Director of Estates and Operations with the Procurement of Services, Facility & Property Management and Health & Safety Management of the School

In addition, the School Operations Manager will undertake any professional duties reasonably delegated by the Headteacher.

Strategic Role:

- To lead and manage the Site Manager and Premises Officer, the site team and coordinate all other relevant colleagues in order to ensure the smooth implementation of events, operations and site
- Attend meetings and any appropriate events with Senior Leaders as required
- Plan and manage change in accordance with the School Improvement Plan
- Effectively market the school and oversee the generation of income through lettings
- Represent your areas of operation in Governor, Senior and Middle Leader meetings

Duties and Responsibilities

School Operations Manager Responsibilities:

Supporting the Headteacher

Contractor management

- Maintain the school's contract register informing the Director of Estates and Operations of any changes, contract renewals and contract management reviews
- Through management of the Site Manager and Premises Officer, oversee the external contractors in catering and cleaning to ensure they are meeting the contract service level agreement
- Ensure that all contractors have suitable health and safety policies and procedures in place

School Events

- Support SLT ensuring all events are well organised and resourced
- Oversee the operations of, and attend, whole school events taking place outside of normal working days and hours
- Support SLT with duties and the flow of students during non-lesson time including at school gates at the start and end of the day as per scheduling allows

Premises

- Plan and manage an effective system of locking up the school, setting alarms and ensuring site security
- Support the Site Manager and Premises Officer in the maintenance of the school site including the purchase and repair of all furniture and fittings
- Support the Site Manager and Premises Officer to plan, instigate and maintain records of fire practices and alarm tests
- Work with the Site Manager and Premises Officer on the school condition survey works

Health and Safety

- Oversee the school's Premises Officer and support the Site Manager in the roles of Fire Officers
- Support the Site Manager and Premises Officer to plan, instigate and maintain records of fire practices and alarm tests
- In collaboration with the Premises Officer, ensure the school's written health & safety policy statement is clearly communicated and available to all people; ensure the health & safety policy is implemented at all times, put into practice and is subject to review and assessment at regular intervals or as situations change
- Ensure systems are in place to enable the identification of hazards and risk assessments
- Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the Senior Team, Governors and where appropriate, the Director of Estates and Operations

Human Resource Management

- Ensure there is a clear understanding of the policies and procedures and the importance of putting them into practice
- Monitor the way policies and procedures are actioned and provide support where necessary
- Identify the types of skills, knowledge, understanding and experience required to undertake existing and future planned activities

General Operations

- Engage in performance management and continuing professional development opportunities as identified by the appraisal system

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and Child Protection policies
- Be alert to when persistent absence becomes a safeguarding concern and early help may be required
- Work with the designated safeguarding lead (DSL) to promote the best interests of students, including sharing concerns where necessary
- Promote the Safeguarding of all pupils in the school

Additional Duties: Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. The post holder will be expected to work flexibly and carry out all duties in compliance with school policies.

Contacts

- There is frequent contact with students, staff, parents and carers
- As part of the support staff team there is also regular contact with other non-teaching staff
- There is also contact with external organisations and suppliers

Organisation Chart

Headteacher → School Operations Manager → Site Manager & Premises Officer

This job description sets out the main duties associated with the stated purpose of the post. It is assumed that other duties of a similar level/nature undertaken within the section are not excluded because they are not itemised.

The duties of this post could vary from time to time as a result of new legislation, changes in technology or policy and in that case appropriate training may be given to enable the post holder to undertake this new/varied work.

The job description is not exhaustive and the post holder will be expected to undertake any other duties as reasonably requested by the Headteacher or the Director of Estates and Operations.

April 2026