

SENIOR STAFF JOB DESCRIPTION

Post Title	Senior Operating Officer
Main Job Purpose	To lead and develop the school's operational systems and data presentation, ensuring they are efficient, coherent and support effective decision-making across the school community. Working under the direction of the Headteacher and Deputy Headteacher(s), the postholder will play a key role as a member of the Senior Leadership Team, contributing to the strategic and day-to-day leadership of the school. The role is non-teaching and does not include a teaching timetable.
Grade	Grade 8, Scale Point 30
Working hours	37.5 hours per week, Term time Only plus 3 weeks Some flexibility may be required for attending occasional evening meetings

Main Duties	
Core Operational Leadership	<ul style="list-style-type: none"> ➤ Oversee daily school operations (absence, cover, duties, events, trips, catering and site issues) ➤ Manage the school calendar ➤ Ensure effective coordination of school systems and processes
Staffing and Timetable	<ul style="list-style-type: none"> ➤ Set the school teaching timetable ➤ Monitor and analyse staff absence working closely with HR ➤ Line manage the cover supervisor to ensure effective deployment of cover
Communication, Data and Reporting	<ul style="list-style-type: none"> ➤ Present operational and academic data and analysis to senior and middle leaders ➤ Produce the data for the Headteacher's report for governors ➤ Monitor key operational metrics to inform decision-making
Trips, Events and Enrichment	<ul style="list-style-type: none"> ➤ Oversee trips and visits, including compliance and logistics ➤ Coordinate careers and personal development (PD) events ➤ Manage parents' evenings
Health, Safety and Compliance	<ul style="list-style-type: none"> ➤ Lead health and safety across the school, including risk assessments and daily management ➤ Maintain compliance documentation, including provider access statement ➤ Student Services and Support ➤ Oversee student transport to and from school ➤ Coordinate CIAEG (Careers Information, Advice, Education and Guidance)
External Partnerships	<ul style="list-style-type: none"> ➤ Liaise with: <ul style="list-style-type: none"> • GCC representatives • Bus companies • Post-16 and college providers • Careers advisor • MIS providers

Coordinate provider access and engagement

- Community and Stakeholder Engagement
- Coordinate school uniform systems and communication
- Work with Friends (PTA) and attend/organise meetings
- Support wider school community events

Supervision and Management

The postholder will line manage the Cover Supervisor/s and Data Manager/s, providing clear direction, support and oversight to ensure the effective daily operation of cover arrangements. They will be responsible for maintaining high standards in the coordination and delivery of cover, while supporting the wider supervision of key operational systems to ensure consistency, clarity and confidence for staff across the school.

Creativity and Innovation

The postholder will demonstrate creativity and innovation in developing and improving operational systems, ensuring they are efficient, user-friendly and responsive to the needs of staff and students. They will proactively identify opportunities to streamline processes, introduce new approaches and adapt existing practice to support continuous improvement. Through a solutions-focused approach, they will help build systems that are clear, effective and sustainable, supporting staff confidence and the smooth running of the school.

Decision Making

The postholder will demonstrate effective and timely decision-making across operational aspects of the school, using data, professional judgement and an understanding of school priorities to inform their approach. They will be responsible for resolving day-to-day operational issues, prioritising competing demands and ensuring decisions are transparent, proportionate and in the best interests of students and staff. Where appropriate, they will escalate matters to the Headteacher or Deputy Headteacher, while maintaining accountability for delivering efficient and effective operational outcomes.

Key Contacts and Relationships

The postholder will build and maintain effective working relationships with a wide range of internal and external stakeholders, including senior leaders, teaching and support staff, students, parents and external partners. They will act as a key point of contact for operational matters, working collaboratively with colleagues to ensure systems are well understood and consistently applied. The role also requires strong communication with external providers, including transport services, post-16 and college partners, and careers organisations, supporting positive partnerships that enhance the smooth running of the school.

Resources

The postholder will be responsible for the effective use and management of key operational resources, including information systems such as BROMCOM and FFT, to support the smooth running of the school. They will ensure data is accurate, accessible and used effectively to inform planning, reporting and decision-making. The role also involves overseeing systems, processes and physical resources to ensure efficiency, value for money and compliance with school procedures, supporting high-quality operational delivery across all areas.

Working Environment

The postholder will work in a busy, fast-paced school environment, requiring the ability to manage competing priorities and respond flexibly to changing demands. The role involves both office-based administrative work and regular presence around the school site to support daily operations. They will work closely with staff, students and visitors, maintaining a calm, professional and solutions-focused approach, and contributing to a positive, inclusive and well-organised working environment.

Person Specification**Experience**

- Experience of using and managing data systems
- Experience of analysing and presenting data to inform planning and decision-making
- Proven experience of organising people, including coordinating staff, cover arrangements or events

- Experience of setting up, developing and improving systems and processes to increase efficiency
- Experience of working in a busy operational environment with competing priorities
- Experience of coordinating events
- Experience of working collaboratively with a wide range of stakeholders, including staff and external partners
- Experience of ensuring compliance with policies and procedures, particularly in areas such as health and safety

Qualifications

- Good standard of education, including GCSEs (or equivalent) in English and Mathematics (Grade C/4 or above)
- Relevant administrative, business, or operational qualification (or equivalent experience)
- Evidence of continued professional development
- Training or qualifications in areas such as data systems, health and safety, or school operations (desirable)

Skills & Knowledge

- Strong working knowledge of school information systems
- Ability to analyse, interpret and present data to support decision-making
- Excellent organisational skills, with the ability to coordinate people, systems and events effectively
- Strong understanding of how to design, implement and improve operational systems and processes
- Good knowledge of health and safety requirements, including risk assessment processes
- Excellent communication skills, with the ability to work effectively with others
- Ability to prioritise and manage multiple tasks in a fast-paced environment
- Strong problem-solving skills and a proactive, solutions-focused approach
- Confident use of IT systems, including Microsoft Office and calendar management tools
- Understanding of careers provision and provider engagement (desirable)

Personal Qualities

- Highly organised and able to remain calm under pressure in a fast-paced environment
- Proactive and solutions-focused, with a willingness to take initiative and resolve issues efficiently
- Strong attention to detail, ensuring accuracy and consistency across systems and processes
- Excellent interpersonal skills, with the ability to build positive and professional relationships with a wide range of stakeholders
- Resilient and adaptable, with the ability to respond effectively to changing priorities and demands
- Committed to high standards and continuous improvement
- Professional, approachable and confident in communication
- A strong commitment to inclusion, ensuring systems and processes support equitable access and positive experiences for all students and staff
- A positive outlook with a well-judged sense of humour, contributing to a supportive and collaborative working environment
- Aligned with the school's values, demonstrating integrity, reliability and a commitment to supporting staff and students