

Operations Manager Permanent, Full-Time, Full Year Contract

Whitgift is a leading independent day and boarding school for boys, with approximately 1500 pupils including over one hundred boarding pupils and flexi boarding pupils. It is set in an attractive 48-acre parkland site in South Croydon enjoying excellent links to London, Surrey and the south coast.

The Whitgift School Estates & Facilities Department is responsible for the maintenance and development of the 48-acre Haling Park site in South Croydon. As home to a 1500-pupil leading independent school with an impressive academic and sporting record, the requirement to provide first class facilities is a challenging, but exciting task for all of those involved. The Operations Manager will work closely with the Director of Estates & Facilities who oversees the Maintenance, Facilities, Sports Facilities, Audio Visual & Production and Porters Teams.

The School operates a busy year-round calendar which requires extensive planning to ensure that events can take place, at the best time, in the best venue. Many events take place annually, but events are always added and vary from term to term and year to year. This means that all elements need to be considered, including set up/strike of the event, furniture, decoration, catering, cleaning and AV support. Flexibility should be given, but there must also be a strict deadline, to ensure the provision of the above involvements.

OUTLINE OF POST

The Operations Manager will manage the day to day running of the site. This includes logistics/co-ordination, provision of facilities, catering, cleaning, security and health and safety. The day-to-day management of a number of these tasks is delegated to Heads of Teams, but the Operations Manager will be available to provide advice, guidance and decisions on the broader issues relating to day-to-day operations.

The duties of the Operations Manager are at the discretion of the Director of Estates & Facilities (DE&F), in line with those set out below and including such additional related tasks as the Chief Operating Officer may from time to time determine.

MAIN DUTIES AND RESPONSIBILITIES

- Oversight and proactive monitoring of School Facilities
 - Auditing and monitoring the condition of facilities
 - Working with the DE&F to programme maintenance and improvement works
- School Calendar
 - Draft/Update School Year Planner considering logistics and staffing
 - Oversee workflow from calendar entry to room booking
- Arts Calendar
 - Draft/Update Arts Calendar Year Planner
 - Advise on event logistics/staffing

- Logistics planning for events encompassing:
 - Liaising with stakeholders to determine requirements
 - Drafting layouts and plans
 - Staffing
 - Parking
 - Cleaning
 - Documentation
 - Reflection
- Health & Safety
 - Oversight of the work carried out by the Facilities Department and associated contractors
 - Draft/update/review RAMS and SSoW
- Oversight of Security and Cleaning Contracts
- Maintaining a schedule of all maintenance contracts and ensuring timely tendering and renewal as required
- Ensuring an effective proactive maintenance programme is in place
- Overseeing compliance requirements arising out of various inspections/assessments such as the Fixed Wiring Inspection (EICR), Fire Risk Assessment, Water Quality Risk Assessment, Safer School Inspection, Insurance Review and numerous periodic inspections
- Providing input to the DE&F and COO on budget pipeline requirements and annual budgets
- Line Management of the Maintenance Team, Facilities Coordinator and Head Porter
- Attend Calendar, Arts Calendar, H&S, OpCo, Support Staff Team Leader and Facilities meetings
- Administrative duties including:
 - Email response
 - Calendar management for the DE&F
 - Oversight of Maintenance Helpdesk
 - Upload service reports to Snapfix Platform
- Deputise for the Director of Estates & Facilities in their absence

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff to share this commitment.

To comply with the Whitgift Equal Opportunities policy and to ensure positive relationships are upheld within the school community, through effective communication, in line with professional norms.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the School's commitment to high quality service provision.

This job description will usually be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

PERSON SPECIFICATION

Essential

- Leadership and management skills are a priority as is the ability to work with others in a close-knit team
- Experience in a managerial role including performance, welfare, customer service and administration
- Good knowledge and understanding of current Health & Safety regulations, First Aid, Fire and Security awareness and Customer Service
- Competency in Microsoft Office and digital platforms
- Excellent interpersonal skills and ability to build effective working relationships with stakeholders; (this position requires a high degree of collaboration in driving service excellence and the post holder will be expected to drive exacting performance standards as required)
- Excellent written and verbal communication skills
- Excellent organisational skills and commitment
- Ability to problem solve and to be adaptable
- Ability to prioritise and manage changing deadlines
- A calm clear-headed ability to work under pressure, make accurate decisions quickly, prioritise work to meet deadlines
- Ability to take control, remain calm, think clearly and reassure those around them at times of accidents or incidents
- Ability to take into account differing views or priorities before making balanced recommendations or taking action
- Maintain professionalism and act with discretion and tact even in challenging situations
- Demonstrate initiative and sound judgement
- Flexibility and adaptability and willing to strive to achieve the best end result for the School
- Readiness to take on responsibilities as required
- Integrity and honesty are essential
- Dependability and trustworthiness are paramount

Desirable

- Fast Learner
- GCSE over 5/C in English
- Experience of facilities management
- Experience of facilities regulatory requirements
- Health & Safety Qualification
- Line management experience
- Education experience

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- A Pension Scheme (with Life Assurance cover)
- Free access to an Employee discount Club
- Discounted school fees for the Foundation Schools (permanent posts only)
- Access to our onsite gym (available at select hours) and our swimming pool (when available, access is extended to staff)
- Membership with BUPA
- Onsite parking, when available
- 25 days holiday to be taken during school closure periods
- Lunch is available onsite during term time

CONDITIONS OF SERVICE

This position is offered as a permanent, full-time, full year contract.

The Operations Manager will work 5 days per week, Mondays to Fridays. The hours are 8.00am to 5.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

Salary is negotiable based on work experience and qualification but will be in line with Market Rates.

APPLICATION INFORMATION

We welcome applications from all parts of our community as we aspire to attract staff that match the social and cultural diversity of our student intake.

To apply, please visit www.whitgift.co.uk/vacancies. For any queries, please telephone 020 8688 9222 or e-mail the Human Resources Department at SchoolHR@whitgift.co.uk.

We invite interested candidates to apply as soon as possible as applications will be reviewed on a daily basis, and interviews may take place at any time. This vacancy may close earlier than the stated deadline if sufficient applications are received, so early submission is encouraged.

In line with Home Office requirements under the Immigration, Asylum and Nationality Act 2006, all successful applicants will be required to demonstrate their right to work in the UK by presenting original documents evidencing their identity and eligibility to work in person. Right to work checks may also be completed using the Home Office online right to work checking service (share code).

The School also requires sight of original qualification and professional membership documents as detailed in the application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment. Where applicable, applicants must be willing to undergo child protection screening including checks with past employers and the Disclosure and Barring Service and online media checks. It is an offence to apply for a role at the school if you know that you are barred from regulated activity with children.

All roles within the school involve contact with children and are therefore classed as regulated activity. Child protection and safeguarding are the responsibility of everyone who works or volunteers in our school. All staff must be committed to providing a safe environment for children and supporting the school's safeguarding ethos.

The post is exempt from the Rehabilitation of Offenders Act 1974. Applicants are required to declare all convictions and cautions, even those that are "spent" unless they are "protected" under the DBS filtering rules, to assess suitability to work with children. Shortlisted candidates will be asked to disclose information relevant to safeguarding prior to interview.

June 2026