

OPERATIONS MANAGER

Role Profile

Title	Operations Manager	
Grade	GRADE F	
Reference:	OPI	
Reports to:	Headteacher	
Work style Definition	Fixed base office worker	
Job Type:	Technical Manager	
Primary purpose of role	To support the smooth and efficient running of the office and wider operations of the school including estate management, audit compliance, school catering and Health and Safety.	
Key accountabilities and key measures	<p>Role outcomes</p> <p><u>Operations Management</u> – 40%</p> <ul style="list-style-type: none"> School is kept clean and well maintained Compliancy and value for money achieved when works are undertaken. Internal and external queries are handled efficiently. Catering administration is effectively managed <p><u>Estate Management</u> – 35%</p> <ul style="list-style-type: none"> Due diligence is undertaken ensuring value for money. Improved sustainability. Premises policies and procedures are reviewed according to the school's policy matrix. <p><u>Site Health and Safety and Compliance</u> – 25%</p> <ul style="list-style-type: none"> Establish a cycle of refurbishment works. Health and Safety requirements are met. Daily/weekly/monthly checks are undertaken. Risk assessments are maintained. 	<p>Role measures</p> <ul style="list-style-type: none"> Site staff are monitored and supported. 100% completion of staff appraisals by the deadline. Systems and processes are compliant and deliver value for money. Pursue funding and manage projects. Projects are delivered on time and within budget. Non-IT assets are managed. Site to meet all Health and Safety Compliance. Successful compliance and Health and Safety audits from PCC. Records and data are accurate and produced according to an agreed reporting schedule. Completion of tasks and duties in compliance with the school and PCC policies and procedures. Premises policies are compliant with DfE, Health and Safety and the school's requirements.

	School vehicles are roadworthy and legal.	
Key activities	<p>Operations 40%</p> <ul style="list-style-type: none"> ▪ Be responsible for the line management of the site supervisor and cleaning staff, including day to day monitoring of work and performance management to ensure their tasks are carried out effectively and on time, and to act as a liaison between the team and senior staff. ▪ Carry out annual performance management, discuss job performance, achievements and any areas for improvement and development opportunities. ▪ Be responsible for and act as first point of contact for operational matters, ensuring queries are handled efficiently. ▪ Manage operations systems, processes, and resources to ensure efficiency, compliance, and value for money across all activity. ▪ Be responsible for and undertake asset management and audits of non-ICT assets. ▪ Oversee care of goats, including vet visits and arrange for transportation to Poole Farm. <p>Capital Projects on Site 20%</p> <ul style="list-style-type: none"> ▪ Manage procurement and delivery of site capital projects as required, including tendering, conducting due diligence, benchmarking and evaluating suppliers, negotiating deals and ensuring value for money. ▪ Pursue funding and manage projects to improve sustainability. ▪ Furniture allocation, storage and orders as directed by SLT. <p>Catering 10%</p> <ul style="list-style-type: none"> ▪ Act as liaison between external caterers and school to support delivery of school meals. ▪ Work with caterers to ensure provision is of a high standard and further the school's aims of healthy eating and sustainability. ▪ Manage catering administration, including staff balances, parent queries and duties. <p>Site Compliance Health and Safety 30%</p> <ul style="list-style-type: none"> ▪ Work with the headteacher and PCC to establish a cycle of refurbishment works. ▪ Work with the site supervisor to ensure that the site meets Health and Safety requirements. ▪ Oversee site supervisor to ensure the undertaking of daily/weekly/monthly checks. ▪ Ensure that premises related risk assessments are maintained and risk management procedures adhered to. ▪ Co-ordinate Health and Safety training and manage the training log. ▪ Ensure site compliance is up to date and track on compliance platform. ▪ Liaise with PCC on Health and Safety and compliance audits. ▪ Log all accidents and near misses on appropriate platforms, including She Assure. 	

	<ul style="list-style-type: none"> ▪ Oversight of minibus and school vehicles ensuring that drivers have appropriate training and that buses are road worthy with necessary insurance/MOT/tax/permits. ▪ Manage utility contracts, including tendering and renewals. ▪ Act as Fire Marshal (training will be given if not already Certificated). ▪ Oversee COSHH register (training will be given if required.) ▪ Act as keyholder when necessary. ▪ Act as Risk Protection Arrangement administrator, including processing any claims. ▪ Work closely with the school's Finance, HR and IT staff to ensure policies and procedures are followed, as well as providing joined-up reporting. <p>Other</p> <ul style="list-style-type: none"> ▪ Undertake any other duties as reasonably agreed with the Headteacher. ▪ Undertake any training required to fulfil the role as necessary.
Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ 5 GCSE passes or equivalent and a good standard of literacy and numeracy. ▪ Competent IT skills, including experience using Microsoft Office, email, internet, and school systems. ▪ Understanding of the importance of confidentiality and safeguarding. ▪ Knowledge of Health and Safety at work procedures. ▪ Full working knowledge of financial regulations/relevant policies/codes of practice and awareness of legislation e.g. Child Protection, Safeguarding, GDPR and Health and Safety. • IOSH Managing Safely certificate (or to be achieved within a reasonable timeframe) • COSHH certificate (or to be achieved within a reasonable timeframe) • Fire Marshall Training (or to be achieved within a reasonable timeframe)
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of relevant policies / codes of practice and awareness of relevant legislation.
Essential experience	<ul style="list-style-type: none"> ▪ Experience of development, management and operation of administrative systems. ▪ Effective use of specialist ICT packages to support office functions. ▪ Experience of managing and planning work to keep within designated budgets. ▪ Building and maintain effective working relationships with stakeholders ▪ Interpreting advice/statute and devising policy/practice in the light of these. ▪ Producing management and statistical information clearly in a way that can be understood by others. ▪ Developing and extending own working practices, self-evaluating learning needs and actively seeking learning opportunities. ▪ Previous experience of managing a team. ▪ Experience working in a busy office environment.
Desirable experience	<ul style="list-style-type: none"> ▪ Previous experience in an educational setting, particularly special schools or with staff working with vulnerable groups.

	<ul style="list-style-type: none"> Management role within a school, directing other staff and monitoring functions of a site team.
Essential skills	<ul style="list-style-type: none"> An effective organiser who can get the most from human and material resources through their development and deployment. A proactive, positive and resilient individual with drive, integrity, independence An ambitious and diligent professional who can organise, manage, inspire and motivate a team effectively. Work constructively as part of a team, understanding organisational school roles and responsibilities and your own position within these. Promote a positive ethos and role model positive attributes; a professional team player who is prepared to be involved with and develop the whole life of the school community. Ability to remain calm under pressure and manage multiple priorities, using initiative to achieve deadlines. Able to prioritise conflicting demands whilst managing a diverse and demanding workload through good organisation and prioritisation. Personable, approachable, able to explain complex issues; proficient in both written and verbal communication. Ability to communicate confidently and effectively at all levels e.g. Governors, leadership team, teaching staff, contractors, caretakers Must be able to move throughout the school premises, safely lift and transport heavy items, and assist with relocating furniture and equipment as required. Meticulous attention to detail, able to utilise systems and data to find the best way to successfully support projects and tasks.
Corporate standards <ul style="list-style-type: none"> In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	