

Job Description

Birmingham Diocesan Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and requires all staff to share this commitment. This post is subject to safer recruitment measures, including a DBS check.

Job Title:	Chief Operating Officer (COO)
Reporting to	CEO
Responsible for	Heads of IT, Estates, Human Resources

Overview

Reporting to the Chief Executive Officer (CEO), the Chief Operating Officer (COO) at Birmingham Diocesan Multi-Academy Trust (BDMAT) will work with MAT Educational Leads (MELs) and the Chief Finance Officer (CFO) to provide strategic leadership across the Trust. Leading the heads of service for IT, Estates and HR, the COO will oversee these functions, ensuring the delivery of high-quality support to schools, while supporting the CEO in the ongoing development and growth of the Trust.

The COO will be responsible for the procurement and management of all trust-wide contracts, as well as areas of compliance not held by the CFO. This includes:

- Acting as Data Protection Officer (DPO)
- Acting as the named person for Health and Safety
- Leading the development and implementation of an Operations Strategy across the Trust, covering estates management, catering and external lettings, including responsibility for a dynamic ten-year capital investment plan
- Working with the CFO to develop annual maintenance, lettings and catering budgets across the Trust and its schools
- Leading catering provision across the Trust and its schools
- Leading the integration of new schools into all business and support functions when joining the Trust

Core purpose

To ensure that the operations team deliver high quality services to all users of BDMAT schools and facilities in support of teaching, learning, management and other activities, in accordance with the Trust's strategic aims and development plans.



Specific Responsibilities

HR

- To ensure the provision of high-quality HR support services for schools.
- To lead on strategic priorities for the central team and support staff workforce, including their wellbeing and development.
- To support recruitment and retention across the Trust by leading on the provision and profile of employee benefits across the Trust.
- To report to the Board on indicators relating to workforce trends, performance and development.

Estates Management

- Work with the CFO and the Trust's estates advisors to develop an integrated approach to estates management and maintenance, including the development of ongoing maintenance programmes.
- Ensure that all sites conform to health and safety requirements.
- Ensure a high standard of estates and cleaning provision at all sites.
- Provide higher-level support for more complex estates requests.
- Ensure all estates and health and safety processes and systems are fully documented.
- Ensure value for money is achieved in estates procurement through competitive tendering, the delivery of larger projects or systems across multiple school sites or the Trust, or other mechanisms.
- Provide or facilitate specialist training courses and learning materials for site teams.
- Establish and maintain regular written and in-person communication with school leadership teams regarding pertinent issues. Use service data to support these communications.
- Work with the Head of ICT to ensure the effective deployment and operation of school security systems, e.g. CCTV, intruder alarms and access control.

Project Management

- Identify, plan, project manage and implement complex capital developments to agreed deadlines, budgets and levels of service.
- Develop and manage the implementation of a rolling investment programme for estates.
- Develop and maintain a fixed asset register for non-ICT assets.
- In conjunction with the Head of IT, develop and maintain a software register and overview of IT systems that are key to the Trust.
- Develop and monitor the Trust's estates, health and safety, catering and lettings policies.
- Work with the CFO to ensure the successful opening or transfer of new schools joining the Trust, and to ensure smooth operations following this.
- Work with the CFO and other staff to lead on the minimisation of BDMAT's impact on the environment.
- Work with the CFO, Head of ICT and other staff to identify and implement ongoing cost reduction initiatives and projects.

Lettings

- Establish the Trust's approach to the external use of its facilities in line with the BDMAT Strategic Plan.
- Increase the net revenue generated by the Trust through the community use and letting of its facilities.
- Oversee the occupancy and use of any houses within the Trust.
- Develop and maintain strong relationships with community groups using BDMAT facilities.
- Recruit external providers or staff to support the delivery of these income generation activities.

Catering Management

- Work with the CFO to develop the Trust's approach to catering.
- Deliver the implementation of this catering strategy.
- Manage ongoing catering operations across the Trust, ensuring compliance with food hygiene, health and safety, nutritional and other relevant guidance and legislation.

Team Leadership

- Oversee all staff within the operations team (IT, HR, Estates, catering and lettings) in line with Trust values, ensuring effective and efficient delivery across discrete areas within a unified team.
- Set support priorities, balancing responses to support requests with the need to follow planned monitoring and maintenance, in the context of staff availability and team demands.

General Responsibilities

- Support the overall Christian ethos of the Trust.
- Be part of the BDMAT Central Executive Team, supporting the CEO and Board in driving the strategic development and growth of the Trust.
- Lead on all areas of compliance (other than finance), advising on courses of action and updates and changes to policy as appropriate.
- Produce confidential reports and information as required.
- Understand the implications of government policies, education trends and wider sector developments.
- Be familiar with, and comply with, all relevant health and safety, operational, personnel, safeguarding, data protection (GDPR) and financial regulations, policies and procedures.
- Ensure equality of opportunity is afforded to all persons, both internal and external to the Trust, actively seeking to eliminate any direct or indirect discriminatory practices or behaviour.
- Demonstrate a commitment to continuous professional development.
- Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands.
- Maintain the confidentiality of information acquired while undertaking duties.

As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically to ensure that it relates to the job performed. The work of all MATs and schools change and develop continuously which in turn, requires employees to adapt and adjust. The functions/responsibilities above should not therefore be regarded as immutable but may change commensurate with the grading of the post. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation. Any major changes will involve discussion and consultation, which if wished, may involve a Trade Union/Professional Association representative.

Person Specification

	Essential	Desirable
Knowledge, Qualifications and Experience		
Previous hands-on experience of managing a complex, multi-site operation.	*	
Experience of managing budgets.	*	
Experience of developing operations strategies across a multi-site environment.	*	
Knowledge of managing a service help desk.	*	
Experience of working flexibly in an environment of constant change	*	
Knowledge and understanding of health and safety legislation and compliance requirements within an estates or facilities environment.	*	
Experience of liaising effectively with outside agencies/suppliers in a public sector setting.		*
Experience of managing the transfer of business units into an organisation at a senior/leadership level.		*
Experience of leading the opening of new business units at a senior/leadership level.		*
Experience of developing an external lettings/income generation programme.		*
Take responsibility for own professional development and for maintaining links with appropriate bodies to enhance knowledge and share information.	*	
Skills and Abilities		
Excellent interpersonal skills and a track record of establishing and promoting effective working relationships.	*	

Clear and persuasive communication skills, both written and verbal, including the ability to present information and negotiate effectively.	*	
Strong organisational skills, with the ability to plan, prioritise and manage multiple demands while maintaining high standards of accuracy.	*	
Ability to identify, assess and manage risks relating to estates, health and safety and the physical environment.	*	
Ability to use data and information to monitor performance, identify priorities and support decision-making.	*	
Customer focused attitude and proven ability to deliver service improvement and work to deadlines.	*	
Personal Attributes		
Enthusiastic, motivated and committed.	*	
Proactive, positive and resilient.		
Ability to work effectively as part of a team, with an understanding of Trust and school roles and responsibilities.	*	
Commitment to Equal Opportunities	*	
Willingness to work within the Christian framework of BDMAT	*	

