



MALVERN ST JAMES GIRLS' SCHOOL

**POST OF
DIRECTOR OF OPERATIONS AND COMPLIANCE**

MALVERN ST JAMES LTD

Malvern St James is a leading boarding and day school for girls between the ages of 4 and 18, established in 2006 from the merger of Malvern Girls' College and St James's School.

The School is located in the heart of Malvern in Worcestershire, only two hours from London and one hour from Birmingham. The School has excellent transport links, with Great Malvern station situated just opposite the main school building. The MSJ bus service covers five counties to pick up and return girls each day.

Aspiration and achievement lie at the heart of the School and each pupil is treated as an individual. Our aim is to promote excellence and innovation in teaching and learning throughout the School. Our commitment is to provide each girl with the challenges and support offered by a bespoke education which will allow her to develop her academic abilities to the full. The MSJ Enrichment Programme focuses on preparation for the most competitive UK and international universities and pathways. In addition, we aim to foster and encourage a wide range of extra-curricular interests. This individual emphasis is complemented with teamwork and a sense of collective responsibility.

We offer full, weekly and flexible boarding and day places, allowing both parents and daughters to choose the option that is right for them. Senior girls remain in School until 6.15pm each day and participate in the busy activities programme or supervised homework sessions.

Girls benefit from first-class facilities which include an award-winning Science and Mathematics Centre which has recently been expanded to provide greater laboratory space and Mathematics teaching space, a Drama Studio, four ICT suites and a multi-media Language Laboratory. Our £4.4 million Sports Hall – opened in October 2008 – continues to expand both its facilities and services offered to the girls for personal training and fitness. The School has a new dedicated Sixth Form Centre for Day Girls and Boarders opened in September 2014, featuring a lively Café Culture recreational area.

Further details are available on our website: www.malvernstjames.co.uk

MALVERN ST JAMES ENTERPRISES LTD

Malvern St James Enterprises Ltd is wholly owned and run by Malvern St James Ltd.

It was established in 2008 to develop non-fee income to support new initiatives for the School. The organisation's development team promotes the lettings of School facilities to the public and the community and also runs a variety of summer/holiday School lettings and functions.

JOB DESCRIPTION

Key Responsibilities and Accountabilities

The Director of Operations and Compliance will have responsibility for leading the operations teams in the following areas of work:

Strategy and Planning

- Work with the Director of Finance and the Senior Management Teams to enable and ensure the successful execution of the School's Strategic Plan and vision for the future;
- the extensive medium to long term capital expenditure programme in line with the Strategic Plan;
- in conjunction with the Governors, Director of Finance and professional advisors, develop specifications for major building projects;
- ensure that the budgets are managed effectively in line with the School's needs;
- ensure that adequate controls are in place to prevent fraudulent use of the School's funds or property;
- Manage contracts such that the awarding of all contracts to external suppliers is handled appropriately, with clarity on delegation of powers, contract limits and authorisations.

Operations

- Overall responsibility for the delivery of day-to-day operations, building strong professional teams and a culture of continuous improvement capable of ensuring that the School is able to meet its overall needs;
- ensure that those managers reporting to the Director of Operations and Compliance are given devolved responsibility for the management and delivery of their budgets and supported in achieving their targets;
- develop and agree KPIs for the departments, including regular reporting and ensuring the cost efficiency of each department;
- continuing improvement of the school estate including:
 - maintenance of existing buildings in line with the planned preventative maintenance programme
 - planning and delivery of minor works programme
 - planning and delivery of new building projects in the framework of the estates master plan
 - periodic updating of the School's building survey;
- oversee the management of residential property owned by or rented by the School;
- ensure the highest standards of presentation, safety, security and portering services;
- oversee and control of the School's in-house housekeeping service including periodic market testing;
- oversee the School's in-house catering service including periodic market testing;
- ensure that effective IT and telephone services are delivered across the school for academic and administrative functions;
- oversee the management and maintenance of the School transport fleet including:
 - monitoring usage of School vehicles, staff training and assessment
 - periodic review of School vehicle requirements including market testing
 - oversee the School's energy consumption, develop strategies for energy conservation and ensure that the School complies with UK Government energy efficiency schemes;

- identify where economies can be made from bulk or forward buying of materials and commodities

Staffing

- Line management of direct reports;
- recruitment, allocation and management of all departmental staff;
- setting roles and responsibilities, agreeing annual objectives and completing annual development reviews for all departmental staff;
- Ensuring an appropriate training and development programme is in place for all departments.

Compliance and Risk Management

- Lead the preparation for and response to inspections across the support services to maintain compliance with the Independent Schools Standards Regulations, including estates, health and safety and recruitment;
- ensure that the School has effective risk management strategies in place, including business continuity and contingency planning, which enable it to respond effectively to extraordinary situations;
- working with the HR Manager, ensure the proper and effective management of safer recruitment for teaching and non-teaching staff through internal testing and inspection;
- discharge appropriately all legal, and statutory requirements relating to the Charity and its subsidiary activities;
- review and update school policies for which the post holder is responsible;
- arrange periodic external compliance audits of the School;
- Chair the Health & Safety Committee.

Miscellaneous

- Provide the Director of Finance with timely and clear papers for Trustee meetings and sub-Committee meetings;
- Attend and contribute to school management meetings as required.

The Person

The successful candidate will have proven experience of managing complex organisational matters and a demonstrable ability to lead and develop a diverse team. You might be an existing Bursar looking for a challenge in a larger organisation or someone with facilities or compliance experience looking for promotion. You will be able to plan and deliver projects and programmes, prioritise tasks, and allocate finite resources. You will be a decision taker who can communicate effectively to internal and external stakeholders.

You will demonstrate the following attributes:-

Experience

A proven capacity to contribute strategically to the wider development of an organisation while retaining a strong grasp of operational detail	Essential
Demonstrate leadership experience, including the management and development of staff	Essential
Experience of managing support services and/or of major projects	Essential
Experience of compliance	Essential
Experience of working in a School	Desirable

Knowledge and skills

Knowledge of Health & Safety and related compliance regulations	Essential
Excellent IT skills	Essential
A relevant professional qualification (NEBOSH National Certificate or equivalent) (minimum)	Essential
A trained ISI Compliance Inspector	Desirable
A full driving licence	Desirable
Safer Recruitment training	Desirable

Personal attributes

The ability to lead by example, and empower others to work effectively towards a common purpose	Essential
The ability to work both independently, and as a team member, with a purposeful and collegial leadership style	Essential
The ability to communicate with, and relate to, a wide range of people both within the School and outside	Essential
A flexible, results-focused approach to work combined with a keen eye for detail and the ability to manage a significant and varied workload	Essential
A willingness to take on occasional duties outside normal working hours	Essential
Appreciation of the ethos of the School	Essential
Meticulous and thorough in being 'Inspection Ready' at any time	Essential
A willingness to be involved in the wider life of the School	Desirable

Terms and Conditions

A competitive salary will be available. Salary progression will be subject to an annual performance review, qualifications and relevant experience.

This is a full-time, year round post. The hours of work are 39 hours per week (Monday to Friday), with additional hours from time to time to meet the demands of the role, including some evening and weekend duties.

Annual leave is 30 days per annum, plus statutory bank holidays.

The post holder will be eligible to join the School's defined contribution administrative pension scheme.

Lunch is available on the premises and there is usually ample parking on the premises and nearby.

Following the probationary period, the post-holder will be eligible to apply for discounted school fees for any children who may attend the School (subject to certain conditions and available spaces).

All school staff are expected to:

- a. Work towards and support the school vision and the current school objectives outlined in the School Development Plan.
- b. Support and contribute to the school's responsibility for safeguarding students.
- c. Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors
- d. Work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective.
- e. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- f. Engage actively in the performance review process.
- g. Adhere to policies as set out in the Staff Handbook

This job description is not necessarily a comprehensive definition of the post; it is to be enabling rather than restrictive. It will be reviewed at least once every two years and it may be subject to modification or amendment at any time after consultation with the post holder.

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The successful candidate will be subject to DBS checking and references will be taken up before the appointment is confirmed.

Application Process

The completed application form and a CV, together with a covering letter should be returned to Mrs Alison Barber, HR Manager, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to recruitment@malvernstjames.co.uk by 11 October 2017.

Malvern St James is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.