

**Operations Manager**

**Application Pack**

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**Welcome to Rivers Academy West London**

Thank you for your interest in the role of **Operations Manager** at Rivers Academy West London. We are currently seeking to appoint an enthusiastic, pro-active and determined candidate to lead our Operations Team.

The **Operations Manager** is a key member of the Rivers Academy team and will be responsible for leading a highly efficient, effective and flexible team of administrative staff to provide administrative support and organisational processes within the Academy to ensure the smooth operation for the benefit of all our young people.

The Aspirations Academies Trust (AAT) as a sponsor of primary and secondary age academies in England, is committed to raising students’ aspirations so that all young people reach their fullest potential and achieve the success they want for themselves.

Aspirations Academies set high standards both academically and in our expectations for behaviour, and we reach them! We always expect children to do their best both in their learning and in their social interactions in the playground and around the academies. It is our aim that every single one of our students leaves us with increased confidence, resilience and skills to tackle the next stage of their education or enter employment effectively.

We thoroughly enjoy working with our children each day. We value them as individuals and take every opportunity to celebrate their strengths and successes, be it in their relationships with others, on the sports field or in their learning. Children thrive in our caring, supportive and sensitive environments and we offer each child security, happiness and pride in their achievement. This can also be said for the staff working in the Aspirations Academies.

Learn more about Rivers Academy at [www.rivers-aspirations.org](http://www.rivers-aspirations.org) and Aspirations Academies at [www.aspirationsacademies.org](http://www.aspirationsacademies.org)

Application forms are also available on our vacancy section of our website at [www.rivers-aspirations.org](http://www.rivers-aspirations.org)

**Please note CV only submissions are not accepted.**

Please send completed applications to: [hr@rivers-aspirations.org](mailto:hr@rivers-aspirations.org)

Closing date for applications: **5pm. on Friday 19 October 2018**

**Job Description and Person Specification**

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| **Post Title** | Operations Manager |
| **Salary/Grade:** | PO3 to PO5 Scale points 38-44 £35,991-£44,691 depending on experience |
| **Academy:** | Rivers West London |
| **Reporting To:** | Principal and Director of Finance and Operations |
| **Responsible for:** | Operations Team |
| **Disclosure Level:** | Enhanced |
| **Hours of Work:** | 36 hours a week, all year round. 07:45hrs start required. Given the Academy operating hours you will be expected to work the hours to meet the demands of the post during term time. |
| **Leave:** | Annual leave starts at 24 working days for a full year, based on a 5-day working week in addition to Bank/Public Holidays. |
| **Core Purpose:** | |
| The Operations Manager will be a key member of the Rivers Academy team and will be responsible for leading a highly efficient, effective and flexible team of administrative staff to provide administrative support and organisational processes within the Academy to ensure the smooth operation for the benefit of all our young people.  They will need to have very good organisational and administrative skills, and be prepared to initiate and manage change. S/he will need to have an eye for detail and a creative approach to problem solving. S/he will require energy and enthusiasm will need to be flexible, hardworking and be able to work effectively as a team member to achieve targets and meet deadlines.  Self-evaluation and the ability to develop and maintain a performance management culture is vital to this role together with the ability to actively participate in initiatives that support the Academy’s drive for excellence. | |
| **Main Duties:** | |
| **Leadership and Management**  To manage the members of staff within the Operations team, including performance management and professional development, empowering them to complete set tasks on time.  To be responsible for ensuring that an effective and efficient administration service, including the admissions process, communications internal and external, reception, reprographics, and student data is provided in a timely manner.  To lead on the development of new office systems/work programmes as required improving business efficiency and quality of standards.  To hold regular team meetings to ensure good communication and address any areas of inefficiency or concern.  To set high expectations of conduct, whilst acting as a good role model for others in the team. Establish and maintain good relationships with all students, parents/carers, colleagues, suppliers, contractors and other professionals.  To ensure that members of the team are able to cover a broad range of roles and responsibilities and that areas of knowledge/expertise etc. are shared across the team.  **Communications**  To oversee, develop and implement procedures for all aspects of effective school communications to parents.  To oversee the production of materials required by the Principal/SLT, including the school prospectuses, forms and induction information is completed in accordance with agreed deadlines.  In liaison with Director of External Communications ensure the Academy’s website is reviewed and kept up to date with required information.  To liaise with the appropriate members of the SLT to ensure the planning and updating of the Academy Calendar is maintained accurately.  Assist in promoting the Academy and Trust to different audiences and raise the profile within the local community.  To provide general advice and guidance to staff, pupils and others.  **Admissions, Data and Reporting**  To be responsible for the implementation of the Academy’s admissions procedures and accurately maintaining the student related information.  To be responsible for overseeing the completion and submission of any returns etc, including those to outside agencies e.g. DfE and the Local Authority (LA).  To be actively involved in the reviewing and reporting of student numbers, in order to maintain waiting lists and pursue applicants when places become available.  To operate as the lead contact for parents seeking admission to the school, explaining and assisting with admissions processes and procedures.  To provide support and prepare any required documentation for the Admissions Appeals process.  To support and take an active role in the preparation of the transition process, including providing parents with the necessary information packs, attending the School Open Evening and the New Intake Information Evening, being available to assist parents with any queries.  To be responsible for overseeing the arrangements for any in-year admissions, ensuring all required information is passed on to the relevant staff and all necessary paperwork is available.  To take the lead on liaison with the Academy’s uniform suppliers.  To be responsible for ensuring that the process of setting up new student records for new entrants (including SIMS, paper files, filing cards and photo cards) are completed within agreed deadlines.  To oversee the preparation and maintenance of pupil records, updating student files and storage of archive data. Liaising with feeder schools to gather information and documentation for new students and leavers.  To ensure that relevant student information is gathered from previous schools for new admissions/intake and information for those leaving Rivers Academy for other institutions is passed on (to include hard copy files and CTF’s transferred to and from the Academy via S2S)  To take a lead role and responsibility for student data input within the school’s MIS system including accuracy, development and maintenance of manual and electronic records.    To ensure all records held in the Academy offices are secure and confidentiality is a priority at all times.  To oversee and ensure reports, general correspondence and statistical information is produced within agreed deadlines and as required  To handle highly confidential information with the utmost discretion.  **Compliance and Security**  To ensure all Academy policies and procedures are regularly reviewed and compliant with statutory guidelines.  To ensure all staff within the Operations team comply with the Academy policies and procedures relating to Safeguarding, child protection, health and safety, security, confidentiality and data protection.  To oversee and manage the process and production of staff/student ID passes  To manage and oversee the required operation of the door security access system.  To provide support to the other Academy’s within the District in relation to the production of ID passes.  To oversee and ensure the Academy’s website is up to date and compliant.  **HR**  To oversee and play an active role in supporting the SLT with all aspects of staff recruitment, staff induction, sickness monitoring and record keeping.  To oversee and play an active role in the recording and maintenance of staff data and the production of accurate reports, e.g. absence and performance management monitoring and recording.  **Health and Safety**  To support the Principal and Director of Operations to ensure compliance of the Health and Safety Policy across the Academy.  To take a lead role in any evacuation procedures and to act as a Fire Warden for the Academy.  To administer first aid, after having completed the relevant first aid training and, in the event of an accident, to contact parents, hospital and such like. To undertake training for administering first aid where required.  To help develop and support a safe, secure and healthy environment within the Academy as a whole, undertaking duties at lesson change over and break times.  **Responsibilities**  To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility.  To comply with all decisions, policies and standing orders of the Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.  To have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the Academy's agreed procedures.  To contribute to the overall ethos/work/aims of the Academy and the Trust.  To appreciate and support the role of other professionals.  To attend and participate in relevant meetings, as required.  To participate in training and other learning activities and performance development, as required.  To recognise own strengths and areas of expertise and use these to advise and support others.  To respond to requests in a timely manner and in line with set deadlines.  Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. | |

**Person Specification**

Assessed by application (A)

Assessed by the recruitment process (R)

| **Criteria** | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications and Education** | | |
| Degree level or equivalent vocational qualification. | A |  |
| Evidence of recently undertaken professional development and subsequent practical application and impact. | A |  |
| **Experience** | | |
| Experience in the management of a successful operational function. | AR |  |
| Experience of prioritising workloads, time management and dealing with conflicting priorities for themselves, and others on occasion | AR |  |
| Experience of effective leadership and line management of staff including a team. | AR |  |
| Experience of working in a school, academy or other educational based background. |  | AR |
| Experience of HR and/or schools admissions/appeals |  | AR |
| **Skills and Abilities** | | |
| Excellent interpersonal skills, and able to adapt communication style to specific audiences. | R |  |
| Competent and working knowledge of computer applications including Microsoft Office. | R |  |
| High level of accuracy in written work and data entry. | AR |  |
| The ability to produce clear and concise reports. | AR |  |
| Flexible, proactive, positive approach to work. | R |  |
| Able to encourage, support and inspire your team. | AR |  |
| Ability to demonstrate a high level of trust and integrity and deal sensitively and appropriately with confidential, personal information. | R |  |
| Process driven and strong analytical skills. | AR |  |
| Strong time management skills. | AR |  |
| Committed to quality and improvement within your role and team. | AR |  |
| Self-motivated and can work efficiently both in groups and alone. | AR |  |
| Resourceful, takes initiative, and able to think clearly under pressure. | AR |  |
| **Knowledge** | | |
| Knowledge of child safeguarding procedures |  | R |
| Knowledge of schools and education |  | R |
| Knowledge of legislation regarding health and safety, HR and school admissions procedures |  | AR |
| **Personal Qualities** | | |
| Able to actively support, promote and encourage Rivers Academy’s ethos and values. | AR |  |
| Determined, flexible and hardworking. | AR |  |
| Enjoy working in a demanding and fast changing environment. | AR |  |
| Ability to work well under pressure | AR |  |

The Aspirations Academies Trust (AAT) as a sponsor of primary and secondary age academies in England, is committed to raising students’ aspirations so that all young people reach their fullest potential and achieve the success they want for themselves.

The Aspirations Academies Trust in England benefits from QISA’s (The Quaglia Institute for Student Aspirations) remarkable record of more than 30 years of research and experience working with students, educators, and schools.

Aspirations is the ability to dream about the future while being inspired in the present to reach those dreams. The Aspirations Academies Trust was set up in England with the vision to combine the thirty years of educational research by Dr. Russ Quaglia on student aspirations with effective and innovative school improvement techniques in order to create truly outstanding schools that would fully prepare students to succeed in this exciting world.

Central to the philosophy of the Aspirations Academies Trust is the innovative Aspirations Framework developed by the Quaglia Institute for Student Aspirations (QISA) which outlines the belief that for all students to have high Aspirations, three Guiding Principles must be present: Self‐Worth, Engagement, and Purpose. These Guiding Principles direct the development of educational experiences from the individual classroom to the entire school building. The Three Guiding Principles, in turn, are lived out through 8 Conditions that emphasise relationships, active and engaging teaching and learning, and a sense of responsibility over one's own aims and goals.

The 8 Conditions are: Belonging, Heroes, Sense of Accomplishment, Fun & Excitement, Curiosity & Creativity, Spirit of Adventure, Leadership & Responsibility & Confidence to Take Action. Students who have high aspirations believe in themselves, are meaningfully engaged in their learning and the life of the school and work with intention toward their goals.

Our Aspirations Academies have a commitment to make certain that all young people achieve their fullest academic potential and become responsible citizens. To achieve this goal we are dedicated to promoting and putting into practice the Three Guiding Principles and 8 Conditions that foster student aspirations. Each Academy strives to ensure that all students have the opportunity to discover and appreciate their endless promise for a successful future.

The Aspirations Academies Trust considers that its beliefs and principles are applicable and effective with students from age 3 to 18. Each stage of a child’s education is extremely important ‐ pre‐school, primary and secondary ‐ and should, where possible be coherent across the phases of education in the practice of developing the principles and conditions central to the beliefs and aims of the Aspirations Academies Trust. For this reason, we support primary, secondary and, where possible, all through (Ages 3‐18) academies.

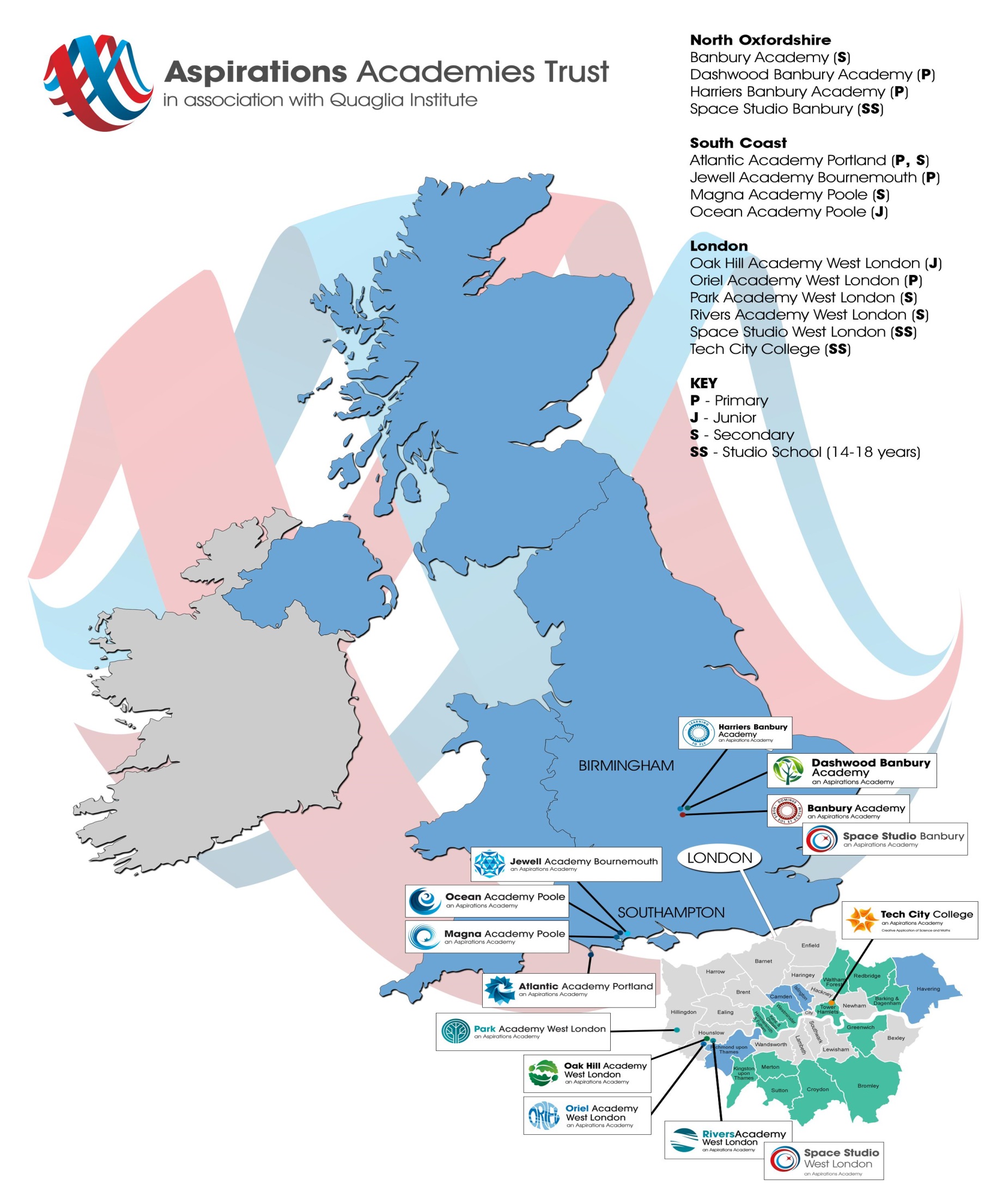
At whatever stage a child joins an Aspirations Academy, whether it is at the age of three or sixteen, the aim is to provide each individual child with the best possible life chance. This is done through the achievement of the highest level of qualifications, the development of skills essential to success in an interconnected and highly competitive world, as well as encouraging the highest aspirations, expecting every student to gain a place at university or enter skilled employment.

**The Aspirations Academies Trust Ethos**

*‘To be able to dream about the future, while being inspired in the present to reach those dreams'*

- Dr. Russell J. Quaglia





**Safer Recruitment Procedure**

The AAT is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below, but can be provided in more detail if requested.

**Disclosure**

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including ‘spent convictions’ under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.

**Shortlisting**

Only those candidates meeting the relevant criteria indicated in the personal specification will be taken forward from application.

**Interview**

Longlisted candidates may be subject to a screening interview. Those shortlisted will take part in an interview with questions relating to the job description and person specification and may also have to take part in a selection exercise such as a lesson observation.

Where necessary, candidates will be asked to address any discrepancies, anomalies or gaps in their application form.

**Reference checking**

At least two references will be requested, normally from the previous and current employers. These may be contacted before the interview and in all cases before an offer of appointment is confirmed.