



St Christopher's The Hall School Operations Manager

Employment Status: Full Time

Application closes: 0900 Tuesday 22 April 2025

Required From: ASAP

Interviews: 6 / 7 May 2025



Welcome to St Christopher's The Hall

Welcome to St Christopher's The Hall, a friendly, open school where children maximise their potential, achieve the best of their ability.

St Christopher's The Hall is an independent preparatory school for boys and girls aged 4 to 11 in Beckenham, where we are committed to the highest standards of teaching and learning. We want all of our pupils to fulfil their potential through a combination of challenge, support, fun, smiles, encouragement and praise.

We exist to provide a happy and hard-working environment where all pupils can find the opportunity to develop their talents to the full within a wide and well-balanced curriculum. Each pupil is treated as an individual and encouraged to aim for the highest standards in whatever he/she is going.

Our aim is to deliver high-quality, inspirational teaching and learning through a diverse, inclusive, broad and balanced curriculum that promotes high standards for all, within a safe and secure environment.

St Christopher's The Hall are a proud part of the St Dunstan's Community of Schools, with this presenting many new opportunities for staff and pupils.

Working at St Christopher's The Hall

Working at St Christopher's, you will be part of a team of successful, supportive professionals in an aspiring environment with modern, air-conditioned, well-equipped facilities.

We seek to be the employer of choice in the Sector, with staff wanting to work at St Christopher's as a consequence of its clarity of purpose and vision, our unique identity and reputation, and a sincere commitment to staff development, creativity and voice, wellbeing, diversity and equality, and a culture of trust and transparency. Some of the benefits of working for us include:

- Tuition fee remission*
- Health care cash plan
- Free lunch and beverages, during term time
- Salary Sacrifice Schemes
- Free winter and summer social events
- Annual flu immunisation

*Conditions apply

Our Commitment to Safeguarding Children

St Christopher's is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers, checks relating to prohibitions, sanctions and restrictions on teaching and the Disclosure and Barring Service (DBS) with children's barred list check. The School will carry out online searches on shortlisted applicants and all applicants will be required to provide details of their online profile, including social media accounts, as part of their application. The safeguarding responsibilities of the post include promoting and safeguarding the welfare of children and young persons for whom they are responsible for or with whom they come into contact with. All staff are required to adhere to and ensure compliance with the School's safeguarding and child protection policies and procedures at all times and to complete appropriate training.

In the course of carrying out their duties the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Safeguarding Lead, or in relation to concerns regarding a member of staff, the Head.

The post is exempt from the Rehabilitation of Offenders Act 1974. The School is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Further information and copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the People Operations team.

THE ROLE

The School Operations Manager plays a pivotal role in ensuring the smooth and efficient running of St Christopher's the Hall School, working closely with the Head, the Core Leadership Team (CLT) and the Group's central business partners in Finance, People Operations, Digital Services, Estates and Health & Safety. They will work collegially with the central professional services teams to agree required levels of service, ensuring that these services are implemented and managed effectively at school.

This role is responsible for the day-to-day operational management of the school, ensuring compliance, efficiency, and excellence in all non-teaching areas. The role incorporates a broad range of school operations, including facilities management, health and safety, IT, administration, strategic planning and finance and human resources oversight.

JOB DESCRIPTION

The following list is not exhaustive but serves as an indication of what the role encompasses:

Strategy and Leadership

As a member of the Leadership Team, support the Head to deliver effective strategic and operational management of the School, providing high-level policy and delivery advice and ensuring effective and efficient use of school resources.

Ensure that a comprehensive range of excellent, consistent professional services are available, working with colleagues across the school and wider Group to share knowledge, identify opportunities for collaboration, and address common barriers.

Identify, initiate and manage strategies to improve the operational efficiency and effectiveness of the services provided. This will include developing and implementing new school-level organisational structures, systems, processes and KPIs to enable the effective management and administration of all areas of responsibility.

Provide leadership and strategic direction to the professional services staff based at the school, developing a strong team in a continuously improving environment that delivers the highest quality service and innovative, efficient and effective business processes. This will involve:

- Anticipating and planning required staffing levels and skill requirements to identify the right quantity and quality of staff required to deliver the desired service.
- Ensuring that all team members are trained and developed to skill them appropriately and develop their careers, supporting them with appropriate induction, appraisal and coaching
- Setting standards of expected performance for the team, developing and maintaining appropriate reports, reviews and support to enable these to be met. This includes embedding a continuous improvement, service-focused culture, that is underpinned by an effective set of KPIs.

Conduct effective planning and performance monitoring of the effectiveness of the business partnering function at a school-level, including reporting regularly against agreed KPIs to the CEO, Chief Financial Officer and Chief Operating Officer.

Support the Head with governance, audit and risk management activities, including drafting and updating policies, maintaining the risk register, coordinating audits and preparing for Independent Schools Inspectorate (ISI) visits.

To champion school and Group-level initiatives, key messages and strategies, and proactively encourage a culture of collaboration and trust across school and central professional services.



Estates and facilities

To lead and line manage the school-level estates team.

Ensure that the facilities and services delivered by the Estates team meet the needs of all stakeholder activities, including day-to-day-education needs as well as out-of-hours events.

Develop and monitor KPIs relating to the efficient functioning of the estates function.

Ensure adequate out-of-hours cover is in place, so that the facilities are open and operate with minimum disruption, responding as appropriate to emergency situations during and outside of the normal working day; coordinating the response to emergency callouts using direct works, trades or contractors as appropriate.

Ensure appropriate site security solutions are in place.

Oversee and monitor a Planned Preventative Maintenance programme, ensuring that it is appropriately costed.

Ensure effective facilities-related contractor management, including the School's cleaning and catering contracts.

Oversight of the School's estates-related budgets. This includes annual budget monitoring, reviewing expenditure and procurement and coordinating the effective allocation and utilisation of resources.

Project manage the School's holiday works programme, liaising with stakeholders to prioritise projects, organising decants etc. to ensure project and business continuity risk are fully recognised and appropriately addressed with project plans.

Health and Safety

Act as the School's designated lead for operational health and safety, working in collaboration with the Group's Head of Health and Safety.

Lead on the day-to-day management and delivery of all aspects of health and safety and first aid provision across the School, including the health and safety policy, fire safety, first aid management and emergency planning.

To work closely with the Group Head of Health and Safety, to ensure that records and evidence of all health and safety matters are properly maintained, updated, accurate and easily retrievable.

To ensure fire risk assessments and relevant policy and procedures are fully compliant and carried out on a regular basis and that there is a positive relationship with the local Fire Service.

To ensure the School's asbestos management plan is maintained and that it complies with all regulations relating to asbestos.

To ensure that the School's legionella scheme of control is maintained and that it complies with regulations relating to water hygiene management.

To ensure that all premises compliance checks are completed as and when required.

To ensure that risk assessments for all school buildings, grounds and activities are completed / reviewed on at least an annual basis and that action points are followed up as appropriate. This includes, ensuring that relevant risk assessments and safe systems of work are in place for all estates-related tasks with the appropriate adherence evidenced and reviews undertaken, as well as training and supporting other staff with the creation of risk assessments.

To ensure that there is appropriate maintenance of the vehicle fleet and related drivers.

To complete any health and safety and / or incident investigations as instructed to do so by the Chief Operating Officer.

To act as the School's operational lead during critical incidents.

Educational Visits Coordinator

Act as the School's designated Educational Visits Coordinator (EVC), ensuring all off-site activities comply with relevant health, safety and safeguarding regulations.

Support staff in the planning, risk assessment and approval of educational visits and trips.

Maintain accurate records of all visits, ensuring proper documentation and insurance requirements are met.

Liaise with external providers and ensure that all third-party organisations used for trips meet necessary safety and safeguarding standards.

Provide guidance and training to staff on best practices for planning and leading educational visits.

Organise and facilitate all aspects of the School's extracurricular clubs programme to ensure a wide breadth of opportunities for all pupils.

Administration

Lead and line manage the administration team, including the uniform shop staff.

Oversee the administrative functions to ensure high standards of service, to staff, pupils, parents / carers and visitors.

Develop the visibility and capacity of the administration team, ensuring effective communication of administrative processes, such as updating pupil records and the school calendar.

Ensure excellent front-of-house services.

Ensure the maintenance of accurate pupil records, including the accurate and timely return of statutory data returns.

Contribute to the development of administrative systems and best practice across the Group, participating in initiatives and managing one-off projects, as appropriate.

To lead on all elements of the School's GDPR compliance, including staff training, monitoring and maintaining the data breach log, managing all data subject access requests, advising on and monitoring the completion of Data Protection Impact Assessments and Data Mapping exercises, arranging and responding to external audits and maintaining policies, procedures and privacy notice are up to date.

People Operations

Monitor and coordinate HR administration and support for the School in conjunction with the centralised People Operations team.

To work in collaboration with the School's HR Business Partner to support school-level recruitment, onboarding, workforce planning, performance management and staff wellbeing matters.

Finance and procurement

Act as the main point of contact with the School's Finance Business Partner and the Group's wider finance team to:

- Provide accurate and timely data to allow for the accurate invoicing of school fees.
- Supply details and supporting documentation for expenditure to allow for payments to be processed.
- Facilitate procurement of goods and supplies as required, ensuring compliance with the Group's Finance procurement policies.
- Develop and collate input to the school's long term financial planning, including supporting with enrolment projections.
- Assist with annual budget monitoring and termly forecasting.
- Review expenditure and procurement, identifying opportunities for cost savings and efficiencies.
- Ensure compliance with the Group's Finance and procurement policies.
- Identify and monitor capital expenditure

Digital

Work with the School's IT Manager and the Group's wider Digital Services team to ensure the school effective IT provision to support teaching, learning and administration.

General Responsibilities

Work within the School policies and procedures.

Contribute to the provision of an effective environment for learning.

Support the promotion of positive relationships for staff, parents and outside agencies.

Attend skill training and participate in personal/performance development as required.

Take care of your own and other people's health and safety.

Be aware of the confidential nature of issues.

Other Responsibilities

Promote the School's ethos of providing a high-quality, inspirational teaching and learning environment.

Champion the School's Character values and recognising the uniqueness and achievement of every member of our school family.

Contribute to the wider life of the School community.

Carry out any such duties as may be reasonably required by the Head.



PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Qualifications and training		
Educated to degree level / equivalent experience	X	
A recognised level three or above health and safety qualification (e.g., NEBOSH)		X
Appropriate/relevant professional or managerial qualification (level 5 or above)		X
Experience		
Experience of working in an educational environment		X
Experience of overseeing estates, facilities management, or a related field	X	
Experience of managing teams, including recruitment, performance management, and staff development	X	
Experience of delivering administrative services to a high standard	X	
Experience of managing contractors		X

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
Experience of managing budgets and procurement processes	X	
Skills and Knowledge		
Excellent understanding of customer service requirements within a school setting	X	
Strong understanding of health and safety, environmental, and fire safety regulations	X	
Excellent written and verbal communication skills	X	
Effective leadership skills, with the ability to inspire and persuade others	X	
Confidence to navigate complex contexts and frame decisions effectively	X	
Ability to introduce new organisational methods, processes, and procedures	X	
Strong project management skill	X	
Digitally literate, with the ability to use technology for efficient management	X	
Personal Qualities		
A professional work ethic	X	

PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
A commitment to equality, diversity and inclusion	X	
Willingness to work collaboratively with central business partners	X	
Willingness to respond to changing priorities while remaining resilient	X	
A strategic thinker with analytical decision-making and problem-solving skills	X	
Ability to deal sensitively with confidential information	X	
Willingness to be flexible and adaptable, including working outside standard hours	X	

The Package Salary: £45,000 - £52,000 (as per the 2024-25 pay scales)

