



# **Information Pack**

## **Operations Manager**

### **Oasis Academy Silvertown**

July 2023

Dear Applicant

Thank you for your enquiry regarding the position of **Operations Manager** at Oasis Academy Silvertown.

Oasis Academy Silvertown is a successful secondary academy in the Royal Docks area of East London. Oasis Silvertown has recently received its Ofsted Inspection in September 2022 and were delighted to be awarded “good” recognising the “**high expectations**” we have of our students, as well as our “**ambitious curriculum**” and “**strong culture of safeguarding**”. We have an ambitious mission statement for all our students: Ready for University. Ready to Lead. Our mission is underpinned by our core values, which staff and students hold: Be proud, be professional, be nice, be independent, and be resilient.

We moved into our state-of-the-art building in September 2022 and are delighted to be in our permanent home in the heart of the West Silvertown community.

We are seeking an exceptional member with untiring dedication, positivity and initiative to assist in the further development and growth of our Academy.

This is an exciting opportunity to become part of a high performing team who are passionately committed to securing the best possible life chances for the young people of Silvertown. This role will require huge amounts of resilience, perseverance for the long haul and a constant drive for innovative excellence. However, this is also a role that will be incredibly rewarding and will offer exciting progression for the future.

If you would like to apply, please complete the Application Form (CVs are not accepted). Please ensure you provide the name, address and status of two referees, one of whom should be your current Line Manager. Candidates should be aware we will seek references on shortlisted candidates and may approach previous employers for information to verify particular experience or qualifications before interview.

If you would like to know more about OAS, please see our website <http://www.oasisacademysilvertown.org> and [twitter](#) page.

If you are not clear about any aspect of the application procedure, do not hesitate to contact us for clarification.

***We are particularly interested in applications from underrepresented groups.***

***We do reserve the right to close this advertisement early if we receive suitable applications.***

**There is no specific closing date for this role but please be aware that we will interview candidates as and when we get suitable applications.**

First round of interviews for this role will be week commencing **Monday 07 August 2023**.

Completed forms should be returned to Areyauna Firouz, Principal.

Email: [areyauna.firouz@oasissilvertown.org](mailto:areyauna.firouz@oasissilvertown.org)

Post: **Areyauna Firouz**  
**Oasis Academy Silvertown**  
**303 North Woolwich Road**  
**London E16 2BB**

I wish you well and thank you once again for your interest in what we think will be a challenging and rewarding post.

Yours sincerely

A handwritten signature in black ink, appearing to read "Areyauna".

**Areyauna Firouz**  
**Principal**

## Job Description

<b>POST:</b>	<b>Operations Manager</b>
<b>KEY FOCUS:</b>	Responsible for the smooth running of daily operations at Oasis Academy Silvertown
<b>RESPONSIBLE TO:</b>	Principal
<b>RESPONSIBLE FOR:</b>	Standards and outcomes in the areas of administration, facilities management and site team and catering. The Academy Health & Safety and Data Protection Lead.
<b>KEY RELATIONSHIPS:</b>	Principal and Leadership Team of Oasis Academy Silvertown, relevant teaching and support staff; LA representatives; external agencies; parents; local community; other Oasis Academies and Oasis Community Learning central staff.
<b>SALARY:</b>	SCP 27 – 31 (£36,138 - £39,582) Outer London
<b>LOCATION:</b>	Oasis Academy Silvertown
<b>WORKING PATTERN:</b>	Full time, 37 hours per week, 52 weeks per year
<b>DISCLOSURE LEVEL:</b>	Enhanced with barred list

### **JOB PURPOSE:**

Acting as the Academy lead in relation to operational and non-teaching matters including liaison with Regional and National service departments. To provide the overall operational leadership and management for all aspects of HR, ICT, community usage, catering, administration and operations support in the Academy.

The post holder will ensure that the Academy is compliant with all DfE and OCL group policies.

The role involves the negotiation and contract management of outsourced Facility Management, Catering Services and Lettings.

## **SPECIFIC RESPONSIBILITIES:**

Provide support to the Principal ensuring that all requests relating to non-teaching matters are managed effectively, including any administrative support that is considered necessary.

Be the Academy link to Regional/ National service departments, including Finance, Property and Estates and IT.

### **A. Leadership Responsibilities**

Actively promote and model the ethos and values of the Academy.

In liaison with the regional managers for OCL, provide daily functional line management of the Site Managers, Catering Managers and ICT Managers at OA Silvertown.

Overall responsibility for all SLAs in relation to the outsourced functions in the Academy.

Responsible for Academy customer service, public relations and communications plan; promote the Academy through positive relations with community, businesses, parents and students.

To oversee the management of all site and buildings, ensuring that grounds and accommodation are maintained to a high standard and that out of hours use of grounds and premises are maximised to generate income, including the day to day management of the partnership with WSF.

To be responsible for all health and safety issues relating to the site, staff and students and representing the Principal at relevant external meetings and conferences. This includes liaison with the site staff regarding the fire alarm system within the Academy and ensuring that staff and students are aware of evacuation procedures and that safe practice is adhered to and documentation is maintained.

Responsible for the Academy's safety plan, disaster preparation, fire drills, student, staff and public safety and student health.

Maintain an overview of the ICT infrastructure and ensure it supports the aims of the Academy.

Manage all Academy scheduling, duties, special events, canteen, maintenance and cleaning.

Advise on and arrange CPD strategy for Admin Support staff within the Academy.

Line management of admin support staff, including undertaking Performance Management Review(s) and ensuring that staff development needs are identified.

## **B. Administration**

Effective line managing of the reception team and administrative staff in order to provide a range of secretarial, reprographics and direct administrative support to the Academy that is both efficient and sustainable.

Regularly report to the Principal regarding the site and its functions and help compile any ad hoc reports requested in a timely manner.

Ensure the development and use of appropriate 'house style' formats and standards and manage the Academy filing systems; archiving systems, incoming and outgoing student files, liaising as necessary with the relevant Academy staff.

Monitor and manage any budgets assigned to the operation of the general office, reception and reprographics service.

Responsible Lead for ParentPay and ensuring that lunch accounts or other payment items are set up and are up to date and that no debts are accrued.

Responsible for ensuring that the FSM list is uploaded to ParentPay and the lunch tills so that accurate information is displayed.

Responsible for ensuring that FSM vouchers are processed and assigned to FSM students' parents in a timely manner.

Maintain contacts with outside suppliers of goods or services, receipting of goods and invoice processing.

To maintain an oversight of the Academy's admission processes and procedures ensuring its accuracy.

Ensure the administration team provide an effective, economic and timely distribution of external and internal post across the site and to external addresses.

Ensure that all stock levels for stationary, reprographics and other items required by the site administrative function, reception or reprographics service are maintained at appropriate and sustainable levels, re-ordering when needed, to meet the site's needs.

Organise, prepare and set up Academy and parent events, to include parents' evenings and outside events.

Ensure administrative support is offered to staff in successfully organising Academy trips as appropriate.

### **C. HR/Payroll**

Maintenance of the Single Central Record, ensuring accuracy at all times, inclusive of staff, Academy Council etc.

Maintain enhanced disclosure and other checks for staff, contractors and volunteers.

Responsible lead for the recruitment of all Academy staff.

Administration of employment records and employment contracts from iTrent HR system.

Ensuring First Aid, safer recruitment and other H&S training provision is undertaken.

Liaise with supply cover for absent staff is organised in a timely fashion.

Co-ordinate return to work meetings between staff and line managers.

Liaise with the Cover Manager (where appropriate) to ensure that absences are recorded in a timely and efficient manner.

Ensure that staff absences are input on iTrent and liaise with Payroll as appropriate.

Provide information to Regional/ National payroll. Ensure monthly payroll information is entered for all Academy employees, payroll returns are correctly completed in accordance with required deadlines and the payroll is reconciled monthly. Complete check of monthly payroll reports (GTN's) and reconcile records before being signed off by Principal.

Help arrange any formal meetings with staff regarding disciplinary, capability, absence etc matters taking and adhering to advice from PDBP (when required) and following HR policies and templates as found on the OasisZone.

Act in a HR capacity when needed, taking minutes of confidential meetings as directed by the Principal and seeking cluster support as necessary.

Liaise with the allocated PDBP and HR staff appointed to co-ordinate HR activity at the Academy, in particular, in relation to recruitment and staff remuneration. In the absence of Academy PDBP, advise colleagues with the Academy Leadership Team on the interpretation of personnel policies and process as guided by the National PD Team whilst ensuring any complex or contentious queries are escalated to the Regional/ National lead for further advice.

Help SLT Deal with local HR issues where they do not require the involvement of the PDBP.

Lead on and responsible for the School Workforce Census.

Liaise with the Cover Manager (where appropriate) to ensure that absences are recorded in a timely and efficient manner.

Co-ordination with line managers regarding the completion of probation and performance management systems, under the direction of the Principal.

#### **D. Health and Safety Champion (HSC)**

Formulate, monitor, implement and review the H & S Policy and procedures including risk assessments.

Communicate regularly at all levels within the Academy on H & S issues, including providing H & S reports as and when required.

Devise, arrange and monitor the half-termly evacuation drills and oversee regular testing of the fire alarm systems and equipment.

Ensure all evacuation procedures are well understood and fit for purpose and there is appropriate training of fire marshals and wardens.

Actively commit to making the Academy a safe and stimulating environment for staff, students and visitors.

Ensure all documentation regarding Academy trips including risk assessments are appropriately carried out, appropriate transport has been procured and all cover arrangements are agreed and confirmed.

Update and administer the Handsam system, ensuring all tasks are completed on time.

Check contractors conform to current Health & Safety regulations including food intolerances and allergies.

#### **E. Data Protection Lead (DPL)**

Be the point of contact for all GDPR enquiries.

Formulate, monitor and implement the GDPR policy within the Academy.

Action all Subject Access Requests (SAR) within the agreed time limit and set processes.

Lead on reporting, recording and advising on all data breaches within the Academy.

Communicate regularly at all levels within the Academy on GDPR issues.



## **F. Finance / ICT / P&E Liaison**

Responsible for liaising with all contracted services ensuring that bought in services deliver value for money.

Responsible for placing purchase orders with Central Finance, after an initial assessment as to whether the order is needed / value for money and affordability, liaising on delivery dates on behalf of the budget holders.

Liaise with Property and Estates on all security, maintenance and repair issues.

Liaise with the IT technician and oversee the use of office technology and communication systems in the administrative function.

Provide required support in the direction / management of others that are responsible for the delivery of services on site, but line managed externally.

## **G. Other Duties**

Responsible Lead for the management of the website and ensuring that contents are up to date and compliant.

Liaison in relation to lettings, ensuring that these are managed effectively and liaising with Finance to ensure that any income is collected.

Ensure that safeguarding, financial and operational aspects of the Academy are managed so as to ensure compliance with regulations.

Ensure that the Academy policies are up to date and are available to staff, external visitors and are website compliant.

Any other duties in support of the Academy as reasonably decided by The Principal/ Academy Senior Leadership Team.

## **H. Safeguarding children and young people**

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

**OTHER:**

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

**Signed:**

Employee:	Line Manager:

Print Name		Print Name	
Date		Date	

# Operations Manager Person Specification

## Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

## Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our Academies. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Working towards or educated to degree level or equivalent with experience working at a management level within an organisation</li> <li>Educated to 'A' level standard</li> <li>GCSE Maths &amp; English (or equivalent) Grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>Pertinent CIPD qualifications</li> <li>Evidence of further professional development</li> <li>Professional qualifications in selected field</li> </ul>
<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>Substantial experience of and successful track record in deploying, managing and developing teams of staff</li> <li>Leadership skills for setting vision and strategy for support staff teams</li> </ul>	
<b>Experience, Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>High level of computer skills</li> <li>Excellent interpersonal and communication skills in dealing with colleagues, service providers, and those people and organisations with whom the Academy works in partnership with</li> <li>Ability to lead teams and prioritise work</li> <li>Relevant knowledge of Finance and other operational support services</li> <li>Strong organisational and record keeping skills</li> <li>Able to work under pressure and balance strategic and planning activities</li> <li>Ability to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>Minimum of 3 years relevant experience in a school office</li> <li>Employment law or other HR experience</li> <li>Understanding of IT / Estates / Data</li> <li>Experience of using educational data bases such as Bormcom</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to handle potentially difficult situations is essential as is flexibility, confidentiality and ability to cope under pressure in order to meet deadlines</li> <li>• Able to demonstrate the willingness, commitment and ability to safeguard and promote the welfare of Academy Students</li> <li>• Experience of developing and implementing strategies and policies for support functions</li> <li>• Good understanding of HR process and practice</li> </ul>	
<b>Personal Qualities</b>	<p>Ability to:</p> <ul style="list-style-type: none"> <li>• Plan, organise, coordinate and control large group events, classified meetings and community and family engagement events</li> <li>• Think laterally; to develop creative and innovative ideas and practical solutions</li> <li>• Share skills and knowledge within the workplace and provides advice and guidance to others.</li> <li>• Demonstrate appropriate initiative and work unsupervised</li> <li>• Deal with people from a broad cross-section of backgrounds at all levels internally and externally</li> <li>• Communicate effectively</li> <li>• Prepare and deliver oral presentations</li> <li>• Maintain records and prepare reports</li> <li>• Prioritise and schedule work</li> <li>• Train, supervise and evaluate personnel</li> <li>• Maintain current knowledge of technological advances in the field</li> <li>• Analyse situations accurately and adopt an effective course of action</li> <li>• Meet schedules and timelines</li> <li>• Plan and organise work</li> <li>• Manage conflict</li> <li>• Solve problems at a strategic and operational level and identify creative solutions</li> <li>• Demonstrate diplomacy, and the credibility and stature needed to work at senior management level and manage contractors</li> <li>• Self-motivated, with a “can do” approach to problem solving and an ability to work autonomously using own initiative</li> <li>• Good decision making ability</li> <li>• Good Negotiation Skills</li> <li>• Flexible and balanced in approach</li> </ul>	