

**HILLINGDON PRIMARY ACADEMY
PERSON SPECIFICATION
OPERATIONS MANAGER**



Essential	Desirable	Evidence
1. Qualifications		
Educated to A Level / NVQ level 3 / 4 or equivalent, including Maths and English 'O' level or GCSE – Grade C and above.	A relevant degree. HR related qualification or CIPD	Application Interview Certificates Reference
2. Knowledge and Skills		
<p>Knowledge of HR legislation.</p> <p>ICT literate. Able to use a range of ICT packages including Google, Microsoft Packages.</p> <p>Well-developed oral, written and presentation skills</p> <p>Awareness of the importance of Health and Safety and security in a school environment.</p>	Knowledge and competent use of the following ICT packages: Scholarpack.	Application Assessment Interview
3. Experience		
<p>Experience of implementation of HR policies.</p> <p>General office administration of at least one year.</p>	<p>Experience as an office manager for at least one year.</p> <p>Experience of working in a school office</p>	Application Interview Reference
4. Personal Qualities / Competencies		
<p>Excellent interpersonal, communication and customer care skills - to form effective working relationships with people at all levels and provide a high level of customer care</p> <p>Accountability and personal organisation – ability to be 'results-focused', taking responsibility for own actions, being proactive, organised and efficient. Able to manage flexible working hours and be able to respond to the needs of the school. An ability to work under pressure and to meet deadlines.</p> <p>Pupil/staff/parent/governor focus – ability to understand their needs and respond appropriately at</p>		Application Interview Reference

<p>all times and seek opportunities to exceed their expectations.</p> <p>Values – ability to be visible, approachable, earn respect and show respect to others, inspire integrity and loyalty, encourage accountability and maintain high morale.</p> <p>Team-working – the ability to work with colleagues within your own team and across other teams to enable the achievement of the overall aims, objectives and ethos of the school.</p> <p>Motivating others – ability to empower individuals by effective delegation and demonstrating belief and trust in them, influencing through challenge, negotiation, mentoring and coaching as appropriate.</p> <p>Managing performance – ability to effectively performance manage at a team and individual level; having the confidence to challenge and address poor performance at the right time, in the right way.</p> <p>Committed to providing equal opportunities across the school - Value the individual needs of our diverse school community and of their cultural backgrounds.</p> <p>A commitment to promoting the safeguarding and wellbeing of children and staff</p>		
5. Professional Development		
<p>Evidence of continuing professional development over at least a one year period.</p>		<p>Application Interview</p>