



## **JOB DESCRIPTION & PERSON SPECIFICATION**

### **Operations Assistant**

#### **BOW SCHOOL**

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## Person Specification

**This person specification details the necessary skills, qualifications, experience or other attributes needed to carry out this role. Applications are addressed against each of the criteria at either application or interview stage. Applications will be deemed unsuccessful if the essential criterion are not met.**

Attributes Required	Essential/Desirable	Method of Assessment – Interview (I), Application (A)
<b>Qualifications/Training</b>		
Excellent levels of literacy and numeracy to NVQ Level 2 or minimum of GCSE Grade 5 or above /A-C Maths and English	E	A + I
Relevant Level 3 Qualification or training/qualifications	D	A
Experience of using Microsoft Office Applications including MS Excel	E	A + I
<b>Experience</b>		
Experience of managing a series of competing deadlines in a busy office environment.	E	A + I
Experience of providing a range of clerical, administrative and data support	E	A + I
An understanding of the secondary school curriculum	D	A + I
Experience of report writing and the ability to present and prepare complex reports to a wide range of stakeholders	D	A + I
Experience of manipulating and analysing complex data, identify trends and patterns and producing reports	D	A + I
Experience of working with school MIS systems such as Arbor	D	A + I
Experience of prioritising workloads, working to and communicating and holding others to deadlines.	E	A + I
<b>Skills/Knowledge/Aptitudes</b>		
Excellent ICT and Data Analysis Skills	E	A + I
Understanding of health and safety and basic financial procedures.	D	A + I
Ability to interpret and manipulate complex statistics using MS Excel	E	A + I
Excellent organisational, interpersonal and communication skills	E	A + I
Ability to maintain standards of accuracy and have a calm, methodical approach to work whilst work to tight deadlines and under pressure.	E	A + I
Ability to interpret guidance and policies and devise practice to implement these	E	A + I
Knowledge of equal opportunities	E	A + I

<b>Professional Values and Practice</b>		
Ability to build and maintain successful relationships with students and adults, treating them consistently, with respect and consideration	<b>E</b>	<b>A + I</b>
Ability to work collaboratively with colleagues both within the school and other organisations. Carrying out the role effectively and knowing when to seek help and advice.	<b>E</b>	<b>A + I</b>
Ability to improve own practice through observations, self-evaluation and discussion with colleagues	<b>E</b>	<b>A + I</b>
<b>Special Requirements</b>		
Requirement to complete support staff induction and probation period successfully.	<b>E</b>	<b>A + I</b>
Willingness to undertake relevant training.		

## Job Description

<b>Operations Assistant</b>
Salary Grade Scale 6 Spine Points 18-20
Hours – 35 hours per week, all year round
Liaising with: Finance Manager, Senior Leadership Team, Teachers, Support Staff, Pupils, and Local Authority
Responsible to: Operations Manager
<b>Purpose of the role</b>
The Operations Assistant supports the day-to-day functions of the Operations Manager and the Finance Officer. This role ensures smooth coordination and administration of operations across IT, Facilities, Data, and Exams, as well as assisting with finance-related tasks. The Operations Assistant will play a key role in helping maintain efficient and compliant operational systems within the school.
<b>Main Duties</b>
<b>Support to Operations Manager</b> <ul style="list-style-type: none"><li>• Provide administrative and practical support across all operational areas including IT, Facilities and Exams.</li><li>• Assist with scheduling, documentation, and coordination of maintenance and site-related activities.</li><li>• Help monitor compliance with health and safety, GDPR, and other regulatory frameworks.</li><li>• Maintain accurate records and logs related to facilities and data management.</li><li>• Liaise with internal departments and external contractors or service providers as required.</li></ul>
<b>Data</b> <ul style="list-style-type: none"><li>• To assist with the creation and maintenance of the student assessment, targets &amp; attainment data in Arbor so as to ensure accurate information is available at all times.</li><li>• To support in the set-up, maintenance and processing of data entry sheets and associated data structures in Arbor used by teachers as per the student reporting calendar/timetable for student reports.</li><li>• To generate and process student reports, subject targets and class lists.</li><li>• To provide when requested, appropriate, ad-hoc, user-friendly, student data reports or analysis to assist teachers and academic, pastoral and school managers to enhance teaching and learning outcomes for individual pupils, for groups of learners and the school as a whole.</li><li>• To assist with public exam and data processing including data analysis.</li><li>• To assist with the completion of required student data returns to the Local Authority, Department for Education and other external agencies.</li><li>• To generate and submit all Census reports to the London Borough of Tower Hamlets Local Authority.</li><li>• To assist in ensuring teaching staff, meet deadlines to ensure statutory requirements for reporting are met.</li><li>• To assist in creating and preparing complex strategic and operational data analysis for Curriculum in order to ensure 'non-data specialists' can translate data in the classroom to impact on pupil achievement.</li><li>• To provide ICT skills and knowledge to support the data management being developed in school to monitor and analyse performance.</li><li>• Respond to educational developments both strategic and operational that have implications on data</li></ul>

management.

- Develop, monitor and maintain the school report system and procedures (pupil review and reporting).
- Keep up to date with all Curriculum and ICT developments.
- Support teaching staff in the use of data to raise standards of pupil staff performance.
- Keep abreast of current guidance, requirement and good practice in relation to target setting, the effective use of data and the construction of an effective curriculum timetable.
- Import and export all information required with regard to data or upkeep of the timetable Curriculum: set up teaching groups, ensure student group assignment is accurate and up to date.

## **Finance**

- Processing payments to include set-up of suppliers and authorisations
- Input Purchase orders and check open Purchase orders, on hold items
- Creating invoices
- Chase outstanding payments due
- Efficient use of systems including: RM Finance (training will be provided), Outlook, Excel and Word
- To maintain a confidential (manual and electronic) filing system to ensure that accurate up to date information is available to the Finance department
- To prepare and despatch standardised letters and e-mails as directed to the required standards and timescales
- To respond to basic requests for information relating to the Finance service
- To undertake filing, photocopying, collation of information and general clerical work on behalf of the Finance department
- To undertake standard word-processing, presentation work, spreadsheet work and database input as required

Any other duties commensurate with the grade as and when required by the Data Manager, Finance Manager or Senior Leadership Team.

## **GENERAL:**

- To implement whole school policies and practices.
- To attend relevant meetings.
- To be aware of, and respond appropriately to, issues of data confidentiality.

## **SUPERVISION & WORK PLANNING:**

The post holder will receive general direction and supervision from the Operations and Finance Managers but will be expected to use initiative to anticipate requirements and deal with situations when they arise. The post holder will be a part of the whole school staff appraisal cycle where training needs and career development will be discussed.

## **Duties**

The duties of this post may vary from time to time, as required by the Headteacher, without changing their general character or level of responsibility.

## **Equal Opportunities**

Governors are committed to achieving equality of opportunity and expect all employees to implement and promote their policy in their own work.

## **Health and Safety**

Governors are committed to a healthy and safe working environment and expect all its employees to implement and promote their policy in all aspects of their work.

**Confidentiality**

Governors are committed to maintaining privacy of all their staff. They expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not allowed to have.