

Job Description

Post Title: Senior Operations Manager

Location: St Giles Spencer Academy

Salary/Pay Range: NJC 34-38

Hours of work: Full time, 52 weeks per year

Reporting to: Principal

Overall Purpose of Post

To support the Principal, and to assist in leading and managing the school.

Main Duties and Responsibilities

The Operations Manager is a member of the Senior Leadership Team (SLT) and is responsible for:

- The overall management of the schools financial, personnel, business management, administrative, premises, cleaning and catering service. This includes the development and effective operation of systems and services within these areas and their compliance with national and local legislation, guidelines and requirements.
- Organising and managing school finances.
- Providing professional leadership and management of school support staff (non-teaching related) to enhance their effectiveness to ensure value for money.
- Promoting the highest standards of business ethos and strategically ensuring the most effective use of resources in support of the school's vision and aims.
- Assisting the Principal, SLT and Governors in formulating aims and objectives of the school and in establishing the policies, systems and procedures through which they shall be achieved, including development of strategic and resource plans.
- Advising on compliance with legislation and guidance including employment law, pay and pension issues in conjunction with the Trust.
- Overseeing arrangements for auditing and ensuring that school records and administration are carried out in accordance with requirements.
- Oversee the management of supplies, equipment and services.
- The line management of the Business Team, Site Team, Mini-Bus Driver, Catering Team and Lunchtime Supervision Team including their induction, training and appraisal.
- In conjunction with the Principal, manage all day-to-day public relation issues.
- Supporting and encouraging the school's ethos and its objectives, policies and procedures.
- Overseeing of the maintenance of buildings, grounds and equipment and to act as the school's leader / co-ordinator for all matters relating to health and safety.

Principal Accountabilities

Strategic Management

Under the overall direction of the Principal:

- Formulate the aims and objectives of the school.

- Establish the policies and improvement plans through which they will be achieved.
- Manage and lead non-teaching related staff including a lead role in their staff meetings and staff training.
- Monitor progress towards their achievement.
- To provide strategic vision and leadership across all non-educational functions of the school.
- Oversee the quality of support teams across the school ensuring they provide a quality administrative, secretarial and financial service both to the Leadership Team and teaching staff of the school.
- Provide long-term strategic budget planning information to the Principal on which strategic decisions can be made.
- To ensure that the school complies with all financial requirements and regulations.

Administration Systems and Management

- Working closely with the Principal, oversee the support staff function of the school to ensure efficiency and effectiveness are maintained.
- Promote the smooth and effective functioning of the school administration.
- Manage the administrative and other support functions of the school.
- Lead, manage and develop a high quality, responsive, efficient and effective corporate support function that delivers value for money.
- Prepare and produce records and returns, as appropriate.
- Monitor, evaluate, review and develop administrative systems to ensure they continue to meet the needs of the school.
- Oversee the efficiency of all internal and external mail and of communications.
- Manage and update the school website ensuring it meets all statutory requirements.
- Be the first point of contact for data protection ensuring the requirements of data protection and freedom of information acts are met working closely with the Trust's Data Protection Officer.
- In conjunction of the Trust's ICT Team, ensure that all necessary licenses are secured and maintained for the school.

HR Management

- Act as professional advisor to the Principal in all HR related matters working closely with the Trust HR Partner.
- Act as first point of contact for any HR, pay and pension related matters.
- Apply the trust policies in relation to staff management, where appropriate, working within the policies to address any HR issues and manage staff performance.
- Lead, manage and develop the Business Team, Site Team, Mini-Bus Driver, Catering Team and Lunchtime Supervision Team.
- Manage the Trust's HR and payroll systems including starters, leavers, contractual changes, timesheets and other payments according to payroll deadlines.
- To review and approve the payroll run monthly.
- Assist the Principal in liaising and consulting with all the recognised trade union bodies, where advised accordingly by the Trust.
- Create a climate where discussions and observations to share good practice, and to monitor the implementation of policy are commonplace. Take a personal role in spreading good practice.
- To oversee the HR administration ensuring that staff complete necessary paperwork on time.
- Performance manage staff where the post holder line manages.
- Be familiar with conditions of service for all staff and be responsible for their development.
- Oversee and advise the Principal on recruitment and selection for all staff including safer recruitment procedures, induction, working conditions, welfare and supervision.

- To manage and maintain the school's Single Central Record ensuring that the school is compliant in their duty to keeping children safe.
- Identify and provide access to staff development needs and opportunities including management of the performance management system.
- Manage and monitor staff absence including supporting the arrangements for staff cover, conducting return to work interviews, conducting informal welfare meetings, monitoring staff attendance levels, making occupational health referrals and / or completing risk assessments, where necessary.
- To contribute to the production of the Workforce Census, working with the Trust HR Team.

Finance, Accounting and Payroll Management

- Provide professional advice and support to the Principal on all aspects of finance and business management and ensure that all reporting requirements are met.
- To work closely with the Trust in the process of setting and managing the school budget providing financial information and advice to the Principal and Governors.
- To closely track and monitor pupil funding income and ensure that any discrepancies are raised in a timely manner with the Local Authority or appropriate external body.
- To monitor spend and regularly reconcile department budgets to ensure the school maintains their budget position.
- To review and approve orders on the Trust's finance system.
- Manage credit card reconciliation.
- Oversee the work of any brought-in services.
- To manage the ordering, processing and payment of all goods and services.
- To ensure that quotes for goods / services are accepted in accordance with financial procedures, applying best practice and highest standards of financial management to optimise value for money and efficiency.
- To work closely with the Trust to prepare the overall budget, and individual department budgets.
- Oversee all financial functions and processes in line with the Trust's finance policies.
- To work in accordance with financial policies and schemes of delegation.
- Research and bid for additional funding as required and assist with financial monitoring of projects as they are agreed.
- Manage the effective purchasing and procurement of services for the school and negotiate, manage and monitor contracts, tenders and agreements for the provision of support services.
- Ensure regular and appropriate review and evaluation of all service contracts and service level agreements with third parties in order to ensure value for money is being secured at all times.
- Support the school's strategic asset management planning, in particular ensuring the maintenance of sites and buildings.
- Support the Principal in bringing greater openness and transparency to financial matters.
- Attend all Governor Meetings to present a written financial report.
- To attend all finance partner monitoring meetings with the Trust and Principal.
- Develop and implement relevant policies, systems and procedures to ensure tasks are undertaken in accordance with appropriate requirements, legislation and regulations.
- Design and implement financial control systems.
- Look for opportunities to raise additional income for the school including bidding for funding and developing business services which can be used to generate funding.
- To ensure that additional hours and supply claim forms are correctly authorised and submitted.
- To manage the correct handling, recording and banking of cash within school.
- Relentlessly identify efficiency savings which can be made.
- To be the first point of call for staff in relation to any payroll / contractual related issues liaising with the trust and payroll, as necessary.

Facilities Management

- Oversee the school premises, including school housekeeping, repairs and maintenance, development of buildings and provision of furnishing.
- To act as a key holder for the school and attend any emergency callouts, where necessary.
- Provide short and long-term accommodation, maintenance and development plans.
- To line manage the Site Team and Catering Team and oversee all aspects of their work.
- Make recommendations to the Principal on the spending on repairs and capital budgets according to an agreed development plan where possible, and once authorised, oversee the spending of these funds consulting relevant staff to ensure that both repairs and improvements are fit for purpose.
- Write and oversee tendering arrangements working closely with the Trust's Procurement Team.
- Ensure improved service, value for money and fitness for purpose.
- Working collaboratively with the Site Manager, to liaise with and oversee work carried out by contractors and maintenance staff.
- Be an expert in the school responsibilities in terms of site and buildings as set out in the funding agreements, leases, policies and procedures so that the SLT is clear about the relevant responsibilities.
- Ensure the maintenance of an inventory / Fixed Asset Register including furniture contents, to plan rolling programmes of decoration and maintenance etc. and asset management.
- Review the use of the curricular teaching spaces and work toward ensuring that the school environment is conducive to teaching and learning within financial resources available.
- Oversee matters affecting lettings and site rentals.

Health, Safety and Security Management

- To act as Health and Safety Co-Ordinator for the school.
- Ensure that the schools H&S Policy is monitored, updated regularly and clearly communicated to all people.
- Ensure systems are in place for effective monitoring, reporting of H&S issues to the SLT, the Trust, Governors, and where appropriate the Health and Safety Executive (HSE).
- Review health and safety, security and fire emergency evaluation policies, ensuring all legislation and Trust requirements are met.
- To oversee the Trust's compliance system ensuring that the school is compliant in its duty.
- Ensure appropriate levels of risk / fire control, health and safety, and security within the school.
- Arrange for appropriate health and safety training to take place for staff and provide information and advice to individuals and groups where that is necessary or requested.
- Conduct regular health and safety audits.
- To create, review and maintain risk assessments relating to the building, health and safety.
- To maintain the Risk Assessment Register and the COSHH register.
- Attend Governor Meetings to present a written report to Governors on premises, health and safety.
- To investigate, monitor and analyse issues relating to accidents and injuries ensuring that appropriate investigations and paperwork is completed.
- To direct and oversee the Site Manager ensuring that trust policies and procedures are followed.
- Oversee and lead on all aspects of COSHH, Asbestos Management and Legionella ensuring that the school meets all Trust and legal requirements.
- Ensure that the school business continuity plans and / or emergency plans are developed and regularly reviewed and updated in conjunction with the Trust.

Operations Management

- To be responsible for the day-to-day operations and routines of the school to ensure smooth functioning and consistency.
- To co-ordinate, monitor and review processes for all school policies ensuring that the school meets DfE, trust and legal requirements and that these policies are published on the school website.

Clerk to Governors

- To ensure that the governing body receives an efficient and effective clerking service and is managed in line with Spencer Academies Trust policies and protocols.
- Provide advice and guidance to the governing body on governance legislation, procedural matters, changes to its responsibilities and offer advice on best practice. Ensure that statutory policies are in place. Advised on the annual calendar of meetings and tasks.
- Send out new governor induction materials and contribute to new governor induction as appropriate.
- Ensure effective administration of meetings including the preparation of focused agendas, preparation of papers, ensuring meetings are quorate, record attendance and draft minutes indicating who is responsible for any agreed actions. Following up on agreed actions and distribute agreed minutes and agendas.
- Advise the governing body on matters of membership including governor's terms of office, maintain a register of pecuniary interests and maintaining all other records as appropriate.
- Manage information and records relating to current terms of reference, nominated governors, minutes, correspondence and statutory policies.
- To escalate any governance issues in school to the Trust Head of Governance and Compliance.

Other Responsibilities

- To manage the school's social media.
- Safeguard the assets and reputation of the school.
- Promote and safeguard the welfare of children and young people that you come in to contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos / work / aims of the school.
- Appreciate and support the role of other professionals.
- To undertake such duties as reasonable, correspond to the greater character of the post, being a visible presence within the school, including attending meetings and external events.
- To undertake any other reasonable duties as may be from time to time determined by the Principal.

These above-mentioned duties are neither exclusive nor exhaustive, the post-holder may be required to carry out other duties as required by the Trust.

Additional Information

The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.

Person Specification

	Essential	Desirable
Qualifications and experience		
Good standard of education especially with regard to literacy and numeracy skills.	✓	
GCSE Maths and English grade 4 or equivalent	✓	
NVQ Level 3 or 4 in Administration or CIPD level 3 or above	✓	
School Business Management qualification i.e. CSBM		✓
Experience of managing staff including recruitment, training and performance management and providing CPD	✓	
Experience of developing and managing the operation of administrative procedures	✓	
Successful leadership and management experience in a school or in a relevant field outside of education.	✓	
Experience of working in an educational establishment		✓
Knowledge and skills		
Ability to work calmly and effectively under pressure and meet deadlines	✓	
Ability work effectively with conflicting work demands	✓	
Ability to communicate clearly orally and in writing	✓	
Ability to work collaboratively with others	✓	
Ability to work without supervision	✓	
Ability to lead and manage staff effectively	✓	
Ability to work within school-based systems and specified timelines	✓	
Ability to proficiently use office computer software including word processing, spreadsheets, databases and internet systems	✓	
Arbor or other management information system		✓
Experience of Academy procedures		✓
Working with a range of outside bodies, parents and governors	✓	
Understanding of Data protection (GDPR) and security policies	✓	
Knowledge and understanding of HR and personnel.	✓	
Knowledge and understanding of financial planning and monitoring.	✓	
Knowledge and understanding of H&S and premises.	✓	
Personal qualities		
Excellent interpersonal skills with the ability to maintain strict confidentiality	✓	
A diplomatic and patient approach	✓	
Initiative and ability to prioritise own work and that of others to meet deadlines	✓	
Efficient and meticulous in organisation	✓	
Able to follow direction and work in collaboration with the leadership team	✓	
Able to work flexibly, adopt a hands-on approach and respond to unplanned situations	✓	

Ability to evaluate own development needs and those of others and to address them	✓	
Commitment to the highest standards of child protection and safeguarding	✓	
Recognition of the importance of personal responsibility for health and safety	✓	
Commitment to the Trust's ethos, aims and whole community.	✓	