

The Special Partnership Trust

A community which aspires together

Delivered by:

An ambitious, inspirational partnership of outstanding learning.

Achieved by:

An integrated Trust with strong leadership at all levels in delivering outstanding educational outcomes, empowering pupils, parents, and staff to strengthen our community even further.

JOB DESCRIPTION

Job Title:	School Operations Manager
Salary:	Grade 9b - £39,499 37.5 hours 52 weeks
Base:	Doubletrees School, St. Blazey Gate, Par, PL24 2DS

Main Purpose of Job:
<p>To provide high-level strategic and operational support to the Headteacher and Senior Leadership Team, ensuring the smooth and effective management of the school's administrative, HR, financial, and operational functions. The postholder acts as a key link between leadership, staff, governors, parents, and external stakeholders, enabling the Headteacher to focus on strategic priorities by ensuring that all school processes run efficiently, compliantly, and in line with Trust and statutory requirements.</p> <p>This role carries significant responsibility for the leadership and line management of key business functions, including direct line management of the premises supervisor and the administration team. The postholder is responsible for holding these teams to account for the effective delivery of their functions, ensuring the school operates as a safe, well-organised, and financially sustainable environment that supports outstanding teaching and learning. By overseeing administrative systems, maintaining rigorous compliance, and leading a professional support team, the role contributes directly to the school's overall effectiveness, continuous improvement, and positive reputation within the wider community.</p>

Main Duties and Responsibilities:
<p>Headteacher Support</p> <ul style="list-style-type: none"> • Act as the Personal Assistant to the Headteacher, including managing their diary, correspondence, and supporting their administrative needs. • Prepare, type, and compile reports, presentations, correspondence, and other documentation, ensuring accuracy and confidentiality. • Liaise directly with the media when necessary, supporting the Headteacher or SLT. • Remind the Headteacher of important tasks and deadlines, supporting effective time and task management. • Provide administrative support to SLT and support whole school events where required. • Minute taking in SLT meetings. <p>Human Resources</p> <ul style="list-style-type: none"> • Be the first point of contact for HR queries and manage all aspects of HR in line with Trust policies, implementing the school's suite of HR policies and procedures, and ensuring compliance with policies. • Take responsibility for the full recruitment and retention cycle, including drafting and placing job adverts, managing applications, shortlisting, coordinating and participating in interview processes, and ensuring all pre-employment checks are completed in line with safer recruitment practices.

- Provide direct line management to the administration team and the premises supervisor, setting clear expectations, monitoring performance, and holding team members to account for the delivery of their responsibilities. Ensure high performance, professionalism, and collaboration across these teams.
- Under the direction of the Headteacher, lead on HR related projects such as changes to roles, responsibilities and terms and conditions as required.
- Maintain and monitor the Single Central Record (SCR), process DBS and other pre-employment checks, and issue Letters of Assurance.
- Be responsible for the safer recruitment processes within the school, carrying out all aspects of onboarding, inductions, probationary reviews and maintaining accurate records.
- Maintain accurate and confidential staff files in accordance with GDPR and Trust retention policies.
- Oversee staff absence management, including monthly monitoring using the Bradford Factor, chairing absence meetings, and producing data reports for the Headteacher.
- Liaise with supply staffing agencies and book supply staff as required, ensuring they have read and understood all policies.

Data and Information Systems

- Manage and oversee the use of the school's MIS system and ensure accurate completion of census returns, reports, and statistics required by the Trust, DfE, and Local Authority.
- Undertake necessary administration associated with the school's intake of new pupils and pupils leaving the school, maintaining pupil records appropriately ensuring confidentiality.
- Oversee quality assurance for EHCP processes and other pupil-related documentation.
- Collate accurate, timely reports including attendance, behaviour for evaluation purposes to affect improvements in practice.
- Oversee all incoming electronic communication to the school's general email.
- Present school and pupil data in user-friendly formats to a range of stakeholders including, but not limited to parents, carers, colleagues and governors.
- Handle all aspects of GDPR and process SAR and FOI requests in a timely manner.

Financial Resources

- Coordinate and manage the school's financial processes in line with Trust financial procedures.
- Contribute to the financial planning and delivery of large works such as refurbishment or capital projects.
- Raise purchase orders using PS Financials, manage stock levels, and ensure timely processing of invoices, payments, and credit card transactions.
- Liaise with the central finance team, suppliers, and contractors to ensure financial accuracy and efficiency.
- Attend budget monitoring and setting meetings with the Trust finance team as required.
- Process staff expense claims, overtime forms, and maintain accurate financial records.
- Support staff understanding and compliance with Trust financial policies and audit requirements.

Operational and Whole-School Support

- Co-ordinate the full school's policy suite, working closely with policy owners and governors to ensure these are regulated and robustly reviewed and signed off.
- Develop and oversee the parent/carers engagement strategy.
- Ensure the school policies meet statutory and best practice requirements.
- Oversee and assist with the development of the induction, training and refresher programmes to ensure the whole school community remains abreast of school policies and procedures.
- Oversee the daily operations of the school office, ensuring a professional and welcoming reception service.
- Develop and oversee emergency preparedness plans and play a key role in emergency communication and fire evacuation procedures.

- Co-ordinate transportation services for students, including route planning and maintenance of vehicles to ensure safe and efficient travel to and from school.

Facilities Management & Health & Safety

- Oversee the work of the premises supervisor to ensure that all items of equipment and fixed installations owned or operated by the school are maintained, tested, and serviced in accordance with best practice and/or regulatory requirements. Oversee the premises supervisor to account for compliance and standards in all facilities-related matters.
- Manage and maintain utility, support and service contracts, ensuring continuity of service and value for money and liaise with suppliers and contractors where required.
- Ensure that adequate safety and protection systems and procedures are in place, including but not limited to fire safety, security, water hygiene etc. and that these are reviewed and tested in accordance with best practice requirements.
- Maintain accurate records relating to the maintenance and management of the school's premises and facilities.
- Work closely with the Headteacher to develop and implement business continuity and emergency disaster / recovery plans.
- Oversight of health & safety compliance, liaison with the relevant health & safety professionals / Site team in the event of investigations, remedial action and HSE reporting as required.
- Ensure the school meets its statutory obligations in all areas pertaining to health, safety and welfare at work including statutory training and reporting.
- Monitor the health and safety performance of the school, verify that policies and procedures are effectively implemented and that standards are being maintained and progressively improved.
- Facilitate the procurement and distribution of educational materials and supplies, ensuring resources are available for effective teaching.

Other Duties

- The School Operations Manager is expected to lead by example and through others, delegating operational tasks appropriately and holding the premises supervisor and administration team to account for their areas of responsibility
- Manage and oversee the school website with regards to ensuring that it meets the standards and other regulatory requirements.
- Undertake any additional tasks or responsibilities reasonably required by the Headteacher or Trust to support the effective management of the school.

General – applicable to all Trust roles:

- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the academy's and the Trust's pupils at all times
- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of occasional work at other sites within a reasonable travel distance
- To adhere to Trust values and behaviours
- To be aware of and adhere to all Trust policies and procedures
- To be responsible for your own continuing self-development and attend meetings as appropriate
- To undertake other duties appropriate to the post as required

Person Specification:			
	Essential	Desirable	Recruiting method
Education and Training	<p>Good general level of education, to include a minimum of 5 GCSEs including English and Maths.</p> <p>Attainment of a HNC/D or A level equivalent qualifications.</p> <p>Knowledge of GDPR and data protection responsibilities.</p>	<p>Foundation degree or bachelor's degree in Business, Finance, HR, or Management</p> <p>CIPD qualification.</p> <p>IOSH or NEBOSH</p>	Application
Skills and Experience	<p>Excellent numeracy / literacy skills and ICT skills.</p> <p>Proven experience in school administration or operations, or in a business management role within education, the public sector, or a similar environment.</p> <p>Experience managing HR processes, finance systems, premises, or compliance.</p> <p>Experience working with senior leadership teams and liaising with multiple stakeholders (parents, local authorities, contractors, etc.).</p>	<p>Experience in project management or facilities management.</p> <p>Absence management experience and data analysis.</p> <p>Experience of marketing.</p>	Application/ Interview
Specialist Knowledge and Skills	<p>Strong leadership and organisational skills.</p> <p>Excellent communication and interpersonal skills for working with staff, parents, and external partners.</p> <p>Confidence with financial management, budgeting, and procurement.</p>	<p>Competence in using school management information systems (MIS systems eg Arbor)</p> <p>Knowledge of education policy and funding frameworks.</p>	Application/ Interview

	<p>Understanding of HR procedures and safer recruitment.</p> <p>Competent in using Microsoft Office.</p> <p>Ability to manage compliance documentation accurately and confidentially.</p>		
Behaviours and Values	<p>Commitment to Safeguarding and Child Welfare</p> <p>Empathy and Relationship-Building</p> <p>Resilience and Emotional Intelligence</p> <p>Integrity, Inclusivity and Equality</p>		Application / Interview

Special Conditions related to the post:

The Trust is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

Successful applicants must be suitable to work with children and will need to undertake the following before commencing employment:

- Enhanced Disclosure & Barring Service (DBS) Certificate with barred list information
- Receipt of two satisfactory employer references one of which must be from your current or most recent employer
- Satisfactory verification of relevant qualifications
- Satisfactory health check

All new employees will be required to undertake mandatory training required by the Trust.

Trust Benefits:

Our Trust is committed to providing employee benefits that motivate and reward our employees.

Our benefits include:

- A competitive salary
- Attractive terms and conditions including holidays
- Eligibility to join the local government pension scheme/Teachers pension scheme
- Family friendly policies
- Local and national discount schemes and initiatives
- Continued professional development support
- Flexibility to work across the Special Partnership Trust, the largest SEN provider in the county
- Support for the wellbeing of staff