**JOB DESCRIPTION**

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| **Post** | Head of Operations |
| **School/Service** | Little Wandle Letters and Sounds |
| **Grade** | W10 |
| **Hours** | 36 hours per week. Full year. |
| **School/Location** | Little Wandle Office, Sacred Heart RC Primary School, Battersea, London  *(The postholder may also be required to work at other schools and sites within the Wandle Learning Trust depending on the role and the nature of the responsibilities).* |
| **Reports to** | Director of Little Wandle |
| **Line manages** | Marketing and Administration Assistants |

# **Context**

Little Wandle Letters and Sounds Revised is a leading Department for Education validated systematic synthetic phonics (SSP) programme.

Little Wandle has been developed by the Wandle and Little Sutton English Hubs and taken forward by Wandle Learning Trust in partnership with other phonics and early reading experts. Our complete SSP has been built around the update (Letters and Sounds improving rates of progress 2021) and draws on the latest research into how children learn best; how to ensure learning stays in children’s long-term memory and how best to enable children to apply their learning to become highly competent readers. We are committed to ensuring every child has the opportunity to develop strong reading skills and achieve success.

The programme meets all the essential criteria to teach children to read effectively and is now used in over 5000 schools across the UK.

# **Main Purpose of the Job**

* To be responsible for the successful delivery of all business and administrative functions supporting the Little Wandle operations, including managing the administrative team and ensure the most effective use of resources.
* To work closely with the Director of Service and report into the Chief Finance and Operations Officer of Wandle Learning Trust, to ensure operational aspects of the service help meet business objectives.
* To have a key impact on the success of Little Wandle, ensuring that it delivers the best possible products and services to impact positively on outcomes for children and young people

**Main Responsibilities**

* Be part of the strategic leadership team of Little Wandle helping to ensure it meets its aims and objectives
* Oversee all business and administrative functions across Little Wandle including managing an annual plan of work, to ensure resources and finances are utilised effectively
* Support the Co-CEOs, Director and Trustees with the successful running of the Little Wandle, monitoring and providing reports and management information as required, ensuring key stakeholders are kept fully appraised of its the growth, success and financial viability.
* To work closely with the Trusts Finance, HR, IT and Governance Leads to ensure policies and procedures are followed, as well as providing joined-up reporting
* Oversee day to day operational HR issues, including oversight of the performance management for all the team, helping to ensure that Little Wandle recruits, develops and retains staff with the appropriate skills and competencies to a high standard of outcomes across the work of Little Wandle
* Co-ordinate the implementation of technology solutions to improve the effectiveness and efficiency of the delivery of products, services and internal processes
* Evaluate risks and identify strategies to manage or mitigate and report to the Director, Executive Team and Trustees as appropriate
* Liaise with a wide range of partners, including publishers and charities, developing and maintaining excellent partnerships, keep updated with latest developments, share best practice and ensuring partners are aligned with the aims and needs of Little Wandle
* Have oversight of Little Wandle intellectual property ensuring appropriate protections are put in place so that Little Wandle retains the intellectual property rights on all content and deal with copyright infringement issues, including the use of cease and desist letters

**Strategic Development**

* Take strategic responsibility for the day-to-day delivery of all support services and administrative procedures and processes within the Little Wandle ensuring they align with the strategy and outcomes for Little Wandle as a whole
* Lead strategic planning and project management – to ensure all outcomes for Little Wandle services are delivered on time, on budget and in line with strategic objectives
* Work with the Director, the Trust’s marketing and PR partner and the Little Wandle team on a strong communication strategy, including ensuring Little Wandle websites are kept up to date, schools and teachers accessing products and services are kept informed of developments, etc.

**Leadership & Management**

* Oversee training and CPD for the whole team ensuring mandatory training is completed and arrange for any specific courses required
* Undertake performance appraisals in respect of the administration team to ensure staff develop the skills and capabilities required to support the objectives of Little Wandle
* Liaise with the Director and Head of HR to define role requirements and job descriptions, as Little Wandle grows and develops to an agreed organisational design.
* In conjunction with the Director plan and recruit the necessary people resource to provide the capacity to deliver on the strategic objectives of Little Wandle
* Oversee recruitment processes across the team, ensuring appropriate pay and conditions are applied and that the onboarding process is compliant with Trust requirements.
* Ensure that robust HR systems and processes are in place, being used and are consistent with Trust, policies, procedures and guidelines
* Overseeing the day-to-day management of the Little Wandle site and premises requirements, liaise with the Head of Facilities as appropriate
* Ensure that all Health and Safety guidelines are followed by Little Wandle staff

**Business and Financial Planning**

* Work with the Head of Finance/ CFOO for the Trust on strong financial management procedures to ensure accurate forecasting and monitoring and that Little Wandle is financially viable and sustainable
* Create budgets for the development of individual programme elements and monitoring spend against these budgets, providing accurate forecasts for the monthly management accounts
* Work with finance lead to define and produce daily, weekly and monthly reports, generating effective insights and ensuring agreed KPIs are visible to Trustees, Executive Team and the DfE
* Ensure appropriate checks have been undertaken on all trainers, facilitators, seconded staff, etc and that appropriate contracts are in place to reflect agreed terms and working arrangements
* Have oversight of all key contracts and SLAs, seeking external legal and specialist advice where necessary, to ensure their requirements are met
* Oversee bookings systems for events and courses ensuring they are efficient and effective
* Make sure the CRM in place is best suited to Little Wandle’s requirements and is cost effective
* Oversee all GDPR aspects of the work of Little Wandle, ensuring compliance with regulations
* To lead on all procurement for the Little Wandle, ensuring value for money and compliance with Trust procedures and authorisation levels
* Oversee video production, sourcing crews, ensuring contracts and permissions are in place and that the material is edited, subtitled and delivered to schedule
* Organise Little Wandle conferences, working closely with HarperCollins marketing team, venues and other relevant partners to ensure they run effectively and efficently
* Work with external legal advisors to ensure the correct agreements are in place for services, contractors, trademarks etc and ensuring contract templates are compliant
* Dealing with member queries and/or complaints that are escalated by the Marketing and Admin team, seeking to resolve them, insofar as possible, and review practices and processes where appropriate

**Safeguarding**

* To have due regard for, and demonstrate a commitment to, the safeguarding and promotion of the welfare of children and young people
* To follow and adhere to the Trust’ safeguarding policy, the Department for Education’s statutory guidance ‘Keeping Children Safe in Education’ and all other relevant guidance and legislation in respect of safeguarding children
* To maintain appropriate professional boundaries in relationships with children and with all members of the school community and outside agencies, exercising sound professional judgment which always focuses upon the best interests of the students and the school.

**General Responsibilities**

* To carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times.
* To present a consistently positive image of the Trust and uphold public trust and confidence.

**PERSON SPECIFICATION**

**HEAD OF OPERATIONS**

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Qualification in Business Management or demonstrably equivalent experience of working at a senior operational and business level in a complex organisation. | **🗸** |  |
| Educated to degree level or equivalent. |  | **🗸** |
| **Experience** |  |  |
| Significant management and strategic leadership experience at a senior level. | **🗸** |  |
| Proven experience of budgetary planning, financial forecasting and effective financial management. | **🗸** |  |
| Experience of working with senior teams and boards. | **🗸** |  |
| Experience of using management and finance system software. | **🗸** |  |
| Proven knowledge of the core human resource requirements and a knowledge of employment legislation. | **🗸** |  |
| Experience of managing, recruiting, training and developing staff. | **🗸** |  |
| Experience of building effective partnerships and relationships with a wide variety of stakeholders. | **🗸** |  |
| Experience of following tender processes. | **🗸** |  |
| Experience of overseeing successful grant applications. | **🗸** |  |
| Experience of project management – across a wide range of workstreams. | **🗸** |  |
| Experience of using, maintaining and developing business and administrative systems. | **🗸** |  |
| Experience in a school setting. |  | **🗸** |
| **Knowledge and Understanding** |  |  |
| Excellent knowledge of statutory regulations such as Health and Safety and Safeguarding. | **🗸** |  |
| An understanding of good Marketing and Communications. |  | **🗸** |
| An understanding of GDPR legislation and how it relates to the service. | **🗸** |  |
| **Skills and Abilities** |  |  |
| Strong financial skills and a track record of good financial management. | **🗸** |  |
| Ability to produce detailed reports, suitable for a range of stakeholders. | **🗸** |  |
| Ability to communicate effectively with internal; and external stakeholders. | **🗸** |  |
| Effective leadership skills including motivating and inspiring staff to achieve targets. | **🗸** |  |
| Ability to find solutions to issues and problems. | **🗸** |  |
| Ability to show sensitivity and objectivity in dealing with confidential issues. | **🗸** |  |
| Strong interpersonal and negotiating skills, with the ability to engage, build and sustain relationships both within the Trust and with external organisations. | **🗸** |  |
| A creative an innovative thinker. | **🗸** |  |
| A proactive and positive attitude. | **🗸** |  |
| A strong work ethic with a determination to succeed. | **🗸** |  |
| Ability to work independently and as part of a team. | **🗸** |  |
| Ability to prioritise and multi-task whilst managing stakeholder expectations. | **🗸** |  |
| Ability to demonstrate high standards of literacy, numeracy and accuracy. | **🗸** |  |
| Personal integrity and confidentiality. | **🗸** |  |
| Able to effectively promote an organisations vision and ethos. | **🗸** |  |
| Ability to use Microsoft Office Suite, including Word and Excel. | **🗸** |  |
| Ability to maintain accurate records and systems. | **🗸** |  |
| Ability to travel across Trust sites and across the area covered by the Teaching School Hub. | **🗸** |  |
| Skilled at leading partnerships. |  | **🗸** |

Date Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_