

# Job Description

**POST:** Operations & PD Manager

**RESPONSIBLE TO:** Principal, member of ALT

**RESPONSIBLE FOR:** Senior Administrator, Administration Team. Matrix Management of Site Manager, IT Cluster Manager, H&S Champion

**SALARY:** SCP 27-31 with Outer London Allowance (plus Local Government pension scheme)

**LOCATION:** Oasis Academy Coulsdon

**WORKING PATTERN:** 52 weeks

**DISCLOSURE LEVEL:** Enhanced with barred list

## **JOB PURPOSE:**

Oasis are an educational organisation, and because of this we recognise the impact all roles have on the delivery of exceptional education at the heart of the community. The role exists to ensure that operational aspects of the Academy are effective and aligned to delivering outstanding Education. The post holder will work closely with the Principal and ALT to ensure that all operational elements are safe, efficient, and enabling effective teaching and learning. The role will achieve this through great leadership of the onsite administrative teams and working closely with Regional and National service teams to ensure that the needs of the academy are met. The role will play a key part in the "Team around the academy" to ensure that HR is effective, buildings are safe, clean and maintained, IT is functioning, the academy communicates effectively, and lettings income is maximised.

## **SPECIFIC RESPONSIBILITIES:**

### **A. Academy Administration**

The role will lead the academy Administrative teams to ensure an effective administrative and reception service is delivered including:

- Effective line management of the Reception Team and administrative staff in order to provide a range of customer service, secretarial, reprographics and direct administrative support to the Academy.
- To ensure that a warm, professional greeting, that is aligned with our 9 habits, is given to all staff, students, parents and visitors.
- To ensure effective safeguarding procedures are in place on reception.
- To ensure the development and use of appropriate 'house style' formats and standards and manage the Academy filing systems; archiving systems, incoming and outgoing student files.
- Monitor and manage any budgets assigned to the operation of the general office, reception and reprographics service.
- Ensure the administration team provide an effective, economic and timely distribution of external and internal post across the site and to external addresses.
- Organise, prepare and set up school and parent events, to include parents' evenings and outside events.
- Regularly report to the Principal regarding the site and its functions and help compile any adhoc reports requested in a timely manner.

- Ensure that all students records are maintained correctly, liaising as necessary with the Academy's Data Team.
- Ensure administrative support is offered to staff in successfully organising school trips as appropriate.
- To maintain an oversight of the Academy's admission processes and procedures ensuring its accuracy.

## **B. People Management**

The role will lead and deliver on People related matters within the academy and provide the local PD support, feeding into the Cluster PD Manager where necessary. Duties include:

- Providing comprehensive operational PD advice and support on a wide range of employment, recruitment and people management issues to the academy, seeking advice from the Cluster Manager or PDBP where required.
  - Ensuring that the academy operates within OCL's people policies.
  - Overseeing the recruitment process to ensure that it is fair, transparent and that all of the necessary safer recruitment checks are completed. Ensuring effective record keeping.
  - Support the drafting and placement of adverts, ensuring that any copy is aligned to OCL's ethos and 9 habits.
  - To maintain oversight of people related transactional matters such as starters, leavers, contract amendments, issuing of letters and contracts, absence management, Single central record, enhanced DBS checks.
  - Ensure First Aid, safer recruitment and other H&S training provision is undertaken across the academy and report on annual completion numbers to the Principal, as required;
  - Ensuring cover is managed effectively.
  - Ensuring all new starters are effectively inducted into academy operational and compliance matters.
  - Working closely with the Regional People Directorate Business Partner and overseeing the People Service provided to the academy.
  - Supporting the interpretation of personnel policies and processes as guided by the National PD Team whilst ensuring any complex or contentious queries are escalated to the Principal and/or Regional PD lead for further advice.
  - Providing information to Regional/ National Payroll. Ensure monthly payroll information is entered for all Academy employees, payroll returns are correctly completed in accordance with required deadlines and the payroll is reconciled monthly. Completing check of monthly payroll reports (GTN's) and reconcile records before being signed off by Principal.
  - Ensuring that staff absences are entered onto the HRIS System (iTrent) and liaising with Payroll as appropriate.
  - Ensuring that full staff records including staff absences are entered into the MIS System (Bromcom).

## **C. Operations:**

The postholder will ensure that operational elements of the academy are directly and indirectly enabling the delivery of education, specifically:

- Ensuring that academy operations are delivered in line with OCL policies and best practice.
- Ensuring that the facilities are open, staffed, safe and operational.
- Liaising with Property & Estates on all security, maintenance and repairs issues

- Working with the lettings team to maximise lettings income, whilst ensuring that 3<sup>rd</sup> parties are vetted, risk assessed and clear contractual agreements are in place.
- Planning and delivering operational improvement projects, such as site improvements, IT projects, communication and marketing campaigns, systems improvements.
- Ensuring operational processes are efficient and effective.
- Reviewing risk, managing incidents and implementing effective mitigations.
- Acting as a member of the academy H&S Committee
- Ensuring business continuity plans are in place and up to date.
- Ownership of website and social media accounts.
- Management of 3<sup>rd</sup> party suppliers and contracts, by acting as the Academy liaison to ensure that bought in services deliver value for money.
- Identifying areas for improved efficiency or cost savings.
- Maintaining a continuous improvement register
- Ensuring that procurement is completed in line with OCL policies and the Scheme of Delegation
- Management of delegated budgets
- Overseeing the purchase to pay cycle for the academy by performing an initial assessment as to whether an order is needed / value for money and affordable, then liaise on delivery dates on behalf of the budget holders.
- Regularly reviewing the logistics and quality of the catering provision and provide direction to ensure that the catering understands and meet the needs of the academy.
- Overseeing transport between sites and ensuring that vehicles are safe and operated within our policy.
- Working closely with the Health & Safety Champion to support the overall drive to providing an outstanding culture of Health & Safety Management across the academy.
- Managing the relationship with the regional/local catering team to create a positive dining experience for the children and improve update across the academy
- Coordinate the work of the Hub Council locally, ensuring membership is built up and sustained and that the work of the Hub Council has a positive impact on the academy.

#### **D. Regional/ National Liaison with Finance, People, Data, P&E, Communications and ICT - Team around the Academy**

The role will play a key link role in working with National Service teams to ensure that both the academy and the national service teams are meeting the needs of the academy by working as part of a “team around the academy” model. Duties include:

- Ensuring that academy requests for support and issues are articulated to the relevant National Function team in a timely and accurate manner
- Ensuring that information from National function teams is appropriately fed back to the academy and where appropriate, disseminated to academy based staff
- Attending all team around the academy meetings to provide local direction and feedback so that the cluster staff are working as part of the academy leadership team
- Contributing to the Local One Plan to ensure that all operational elements are aligned to the needs of the academy.
- Meeting regularly with cluster and regional service leaders to ensure that onsite teams are meeting the short-term and medium-term needs of the academy.

#### **C. Other Duties**

- Ensuring that OCL and Academy policies are understood, available to staff and implemented where within the remit of this role.
- Escalating any issue of concern to the Principal or regional teams
- Any other duties in support of the Academy as reasonably decided by The Principal/ Academy Senior Leadership Team.

**D. Safeguarding children and young people**

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

**OTHER:**

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**Signed:**

<b>Employee:</b>		<b>Line Manager:</b>	
<b>Print Name</b>		<b>Print Name</b>	
<b>Date</b>		<b>Date</b>	

# Operations Manager Person Specification

## Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

## Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Education Charter document which accompanies this job description.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard</li> <li>• GCSE Maths &amp; English (or equivalent) Grade C or above.</li> <li>• Right to work in the UK.</li> </ul>	CIPD qualification
<b>Experience, Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent working knowledge of MS Office packages and good general computing skills</li> <li>• Strong secretarial skills</li> <li>• Good telephone skills</li> <li>• Strong interpersonal skills</li> <li>• Experience of managing teams</li> <li>• Up to date basic knowledge of employment legislation</li> <li>• Relevant knowledge of Finance and other operational support services</li> <li>• High level of confidentiality</li> <li>• Ability to work to own initiative</li> <li>• Methodical and highly organised approach to work</li> <li>• Flexible , can do approach</li> <li>• The ability to handle potentially difficult situations and to cope under pressure in order to meet deadlines</li> <li>• Ability to demonstrate the willingness, commitment and ability to safeguard and promote the welfare of Academy Students</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant experience in a school office</li> <li>• Employment law or other HR experience</li> <li>• Understanding of IT / Estates / Data</li> <li>• Experience of using educational data bases such as SIMS</li> </ul>

	<ul style="list-style-type: none"> <li>• The ability to converse at ease with parents/students and members of the public, and provide advice in accurate spoken English'</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Commitment to safeguarding and promoting the welfare of children and young people</li> <li>• Willingness to undergo appropriate checks, including enhanced DBS checks</li> <li>• Motivation to work with children and young people</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline</li> <li>• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.</li> </ul>	