

Job description: Operations Manager

Job Title:	Operations Manager
Reports to:	Principal
Start date:	1 st September 2025
Salary:	Ark Support Band 38-42 - £49,765 - £53,818
Disclosure level:	Enhanced

Key Responsibilities

Leadership

- To develop, lead and support operational staff ensuring that the resources and systems are deployed effectively and efficiently to achieve the educational aims of the school.
- Contributing to strategic planning and decision making of staff training, identifying champions, task groups, and attending Governing Body meetings where required
- Lead on the school's strategic and operational requirements, including contract procurement, systems set-up, staff training and implementation of policies & procedures
- Work closely and liaise with the Executive Assistant, Ark HR, Finance and Estates to ensure that in-school processes, as applicable, are implemented and followed
- Manage the school's operational budget, ensuring that spend is managed in line with approved budgets and input into termly forecast/budgeting process, analysing and reviewing strategic plans for the school's operational areas
- Support the leadership team in developing the strategic approach for fundraising, other means if income and community links, accessing new sources of revenue such as grants, bids and other fundraising opportunities to support capital projects
- Work with the Regional/Central Facilities Manager/Fundraising Officer to project manage projects and fundraising toolkit. Ensuring identification of appropriate funding sources, writing proposals for expenditure and delivery within scope, time and finance
- Develop and maintain risk management and business continuity with Pioneer plans and wider Ark plans.
- Lead on IT strategic direction from Ark central ensuring the academy is continually developing in line with digital transformation
- Strategic planning for future school estate needs e.g. space
- Lead on audits within operational areas to seek improvements and areas of focus on a annual basis
- Lead on communications strategy, systems and processes to set the tone and vision of all school communications linking to parental, community and external stakeholder engagement (including website content).
- Responsible for marketing of the school via different mediums e.g. visual displays of school, banners, social media accounts
- Oversight and expand on stakeholder engagement including managing stakeholder surveys and expanding liaison responsibilities.

Managing People & Services

- Talent identification; identify future talent, staff and leaders for succession planning with the Principal.
- Manage the Premises Manager and Head Chef and work closely with the Executive Assistant
- HR competent person, act as HR advisory and complete HR processes in absence of Executive Assistant.
- Support in the management of the office and administration staff in the absence of Executive Assistant
- Ensure all aspects of the catering department is met through the line management of the Head Chef
- Manage the service and contract delivery for IT, including ensuring IT assets are security marked and maintained through working closely with Ark Central IT

- Data Protection Lead for the school, with oversight of all areas of Data Protection including Freedom of Information and Subject Access and requests
- Oversight, leadership and management of operational staff CPD
- Management of other operational aspects e.g. minibuses, walkie talkies and any other relevant aspects of the operational running of the school

School Operations

- Ensure the school is compliant with all the Ark policies, rules and procedures.
- Develop a system for a cycle of review of policies, rules and procedures
- Oversee the management of premises of which includes:
 - Health and Safety (H&S) within the school
 - Buildings and grounds maintenance
 - General caretaking
 - Lettings
- Supervision of the Premises team, including reactive and planned maintenance, support of teaching staff and scholars, and compliance with current H&S and building legislation
- Achieve the most competitive pricing for goods and services for the school, complying with current and relevant procurement legislation and Ark's policies
- Establish and maintain effective administration systems throughout the school, including systems for monitoring and reporting on all operational functions
- Oversight of systems such as cashless catering, entry control systems and MS Teams telephony
- Develop sustainable environmental and energy efficiency systems to contribute to financial efficiencies
- Be flexible and able to respond to situations as they arise, including emergency situations.

Other

- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Ark data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

Notes

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which he or she has been employed. It provides the school with the opportunity to monitor and review the performance of new staff in relation to various areas, and also in terms of their commitment to safeguarding and relationships with scholars.

No job description can be fully comprehensive, and from time to time the successful candidate may have to undertake other professional duties as directed by the Principal/Senior Leadership Team.

Person Specification: Operations Manager

Qualifications

- Educated to degree level
- Professional management qualification desirable

Knowledge, Skills and Experience

- Experience and knowledge with managing HR processes and systems and conducting formal meetings, and knowledge of current HR legislation and best practices
- Experience and knowledge with current health and safety legislation, including life safety systems, statutory testing requirements, and risk assessments, and knowledge of current H&S and building operation legislation and best practices
- Experience and knowledge leading, coaching and motivating staff, ensuring professional development and effectively challenging and managing any underperformance
- Proven experience in the effective management of budgets
- Able to work with a range of internal and external stakeholders
- Knowledge and experience of managing procurement and contracts for services
- Confident in implementing procedures and processes within operational departments, and using Management Information Systems (MIS)
- Able to manage several projects at once, prioritising accordingly to meet deadlines
- Strong IT, systems, administrative and organisational skills
- Excellent written and oral communication skills.
- Understanding of relevant legislation, policies and procedures, and the ability to apply this understanding to real situations
- Other knowledge of school systems and events that will support leadership strategy.

Behaviours

- Genuine passion for and a belief in the potential of every pupil
- A robust awareness of keeping children safe, noticing safeguarding and welfare concerns, and you understand how and when to take appropriate action.
- Belief that every student should have access to an excellent education regardless of background
- Professional outlook, detailed orientated and able to multitask and meet deadlines
- A team player that can work collaboratively as well as using own initiative
- Calm and professional under pressure
- Understanding of the importance of confidentiality and discretion
- Flexible attitude towards work and demonstrates sound judgement

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Safeguarding

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#)