

gateways

because there's more
than one way to be educated



Interim Operations Manager Recruitment Pack



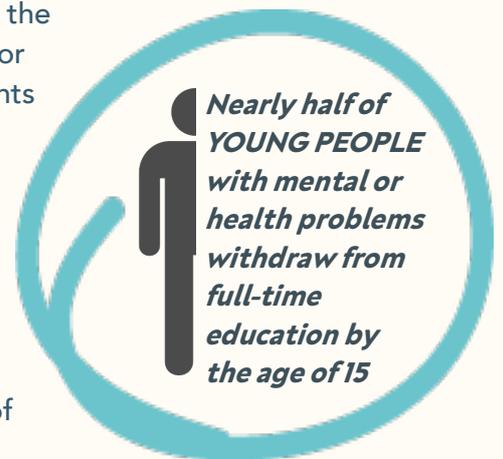
*"...a place of healing where every student is respected,
recognised and accepted, so they have an equal
opportunity to become who they deserve to be."*



About Gateways

Gateways is an alternative education provider that exists to support the countless young people today, between the ages of 14-25, who are or have struggled to remain in mainstream education. **Gateways** students are referred to us as school refusers, struggle with anxiety, debilitating depression, eating disorders, traumas of all kinds and often as a result of serious medical issues.

We believe that every young person should have the same opportunity to progress and thrive, regardless of the challenges they face. **Gateways** delivers a broad curriculum, academic and vocational, that caters for the interests, abilities and specific needs of each young person that attends. We aim to prepare them for a life beyond education.



What has been achieved

The **Gateways** programme launched in 2014 and is the only provider of its kind in the UK Jewish community, enhancing the lives of over 650 vulnerable, young people to date.

- Placing over 100 students into work and apprenticeships through career support sessions
- Achieving 95% pass mark for students sitting GCSE functional skills and BTEC qualifications
- Providing emotional and wellbeing support for all our students and families
- Launching successful social enterprise projects in cooking and hair and beauty
- Collaborating with over 20 referring organisations in the community and all Jewish secondary schools

The future of Gateways

To meet the rapidly increasing demand for our services and our reputation for delivering exceptional outcomes, **Gateways** is now a registered independent charity and began operating with a new strategy and a growing team in September 2023. Located in our own premises, which have been thoughtfully designed, with the needs of our students in mind.

Gateways effectively meet's the needs of all students via a part-time programme, for students aged 14-25 years, delivering a broad curriculum that is constantly being developed and improved on, catering for the interests, abilities and specific needs of each student, preparing them for life beyond education.

Most importantly, **Gateways** offers all students 'hope, determination and achievement' through high-quality teaching and learning within a flexible, responsive, and bespoke environment and is a stepping stone, providing them with opportunities to reinvent themselves and develop the confidence to be successful in their future.

We recognise that a truly successful education provider cannot focus simply on good grades; real success is happy students who are well-equipped to cope in life and who are supported to reach their goals. The **Gateways** charity is based around a foundation of mental well-being and education, focusing on each student being a valued part of the **Gateways** community.



A message from Laurence Field - Founder & CEO

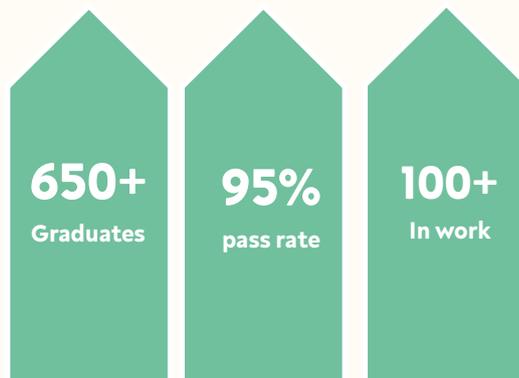
When I started **Gateways**, in 2014, I had no idea it would resonate with so many people. In this time, I have been inspired by young people, their parents, dedicated teachers, funders and employers who have shared their own experiences and brought so much passion and support to our cause. It is because I have seen the impact **Gateways** can have that I am now more determined than ever, to get to a place where we can help anyone who needs us and ensure everyone can live a fulfilling and productive life.

We have also learned so much and journey further into this new chapter with an extremely strong platform for growth, based on our demonstrated performance and the strength of our partnerships.



**King Charles III
visiting the Gateways
programme &
meeting its founder.
December 2022**

Over the past 10 years, we have achieved:



With a 25% increase in school refusers in the last two years and the demand growing daily, we know now is the time to act. **Gateways** can only grow and develop with the support and commitment of a dedicated group of staff.

Thank you for considering making an application for the role of **Interim Operations Manager**.

Laurence



Interim Operations Manager (freelance) Job Description

JOB TITLE:	Interim Operations Manager (freelance)
DATE RATE:	£250
LOCATION:	Hendon NW4
HOURS:	Monday – Thursday 9:00am -5:30pm
CONTACT LENGTH:	3-6 months
START DATE:	Handover to begin the w/c 16th Dec 2024 Official start date 2nd Jan 2025

Due to the upcoming departure of our operations manager, we are seeking an Interim replacement for a fixed-term contract of 3 to 6 months. This role will play a key part in maintaining operational stability and continuity during this period of transition.

Job Purpose

The Interim Operations Manager will be a vital member of the Gateways leadership team, focusing on ensuring seamless daily operations and driving efficiency across all non-curricular functions of the organisation. This role is essential to maintaining a highly effective operational infrastructure that supports the overall mission of Gateways.

In this position, you will work closely with the CEO and Head Teacher, delivering operational oversight to help steer Gateways towards its long-term goals. As a key member of the Senior Leadership Team (SLT), you will oversee a range of critical functions and serve as the primary contact within Gateways for outsourced providers, ensuring smooth communication and effective management of external services Facilities & Premises.

Key areas of oversight include

- Health and Safety
- ICT (Information and Communications Technology)
- Policies and Procedures
- Human Resources (HR)
- Financial Management

This role is suited to a proactive leader who thrives in a dynamic environment, committed to supporting Gateways' vision and contributing to the success of our students and community.



Key Responsibilities

Day to day Operations

- Oversee the day-to-day operations of Gateways, ensuring that all activities are aligned with the charity's mission and strategic objectives
- Oversee the caretaker to ensure the building is set up appropriately in advance of each lesson/enrichment activity
- Manage facility contractors
- Work alongside our Landlord to ensure that there is clear communication and effective alignment for both sides of the building
- Line manage the cleaning staff/facilities management company ensuring high maintenance of the building, reporting any issue and organise maintenance/repair of office equipment when required
- Oversee the external security provision on site ensuring it meets the organisation's needs

Health & Safety

- Function as Gateways' Health and Safety Co-ordinator and Fire Officer
- Ensure fire practices and alarm tests are planned, performed and recorded
- Comply with policies and procedures relating to health and safety, security, confidentiality and data protection
- Assist the CEO and SLT with functions relating to Health and Safety across the site
- Take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the working environment
- Lead the organisations risk assessment and risk management efforts and take appropriate steps to mitigate identified risks
- Manage all fire and in/evacuation drills ensuring all staff understand the protocols

IT Oversight

- Serve as the key contact for outsourced IT services and oversee IT maintenance and support
- Ensure Gateways complies with General Data Protection Regulations (GDPR) and manage all IT-related issues, including disaster recovery planning
- Oversee the data protection function, ensuring regular liaison with the outsourced Data Protection Officer (DPO)
- Function as first-line support for problems with all IT devices (e.g. laptops, printers, and photocopiers)



Governance

- Ensure that all aspects of the Gateways' operations and facilities are monitored and evaluated to ensure statutory responsibilities and compliance are met including policy development which are compliant to legislation.
- Ensure Gateways meets requirements set out by the Charity Commission and Department for Education.
- To maintain the Single Central Record (SCR), ensuring it is accurate and up to date.
- Have a sound understanding of safeguarding in schools - especially around staffing, visitors, volunteers and contractors, ensuring policies and procedures are adhered to.
- Provide oversight and ensure regular updates of all organisational policies, confirming that all staff clearly understands each policy.
- Monitor and manage all SLA contracts.

HR

- Organise and participate on recruitment including preparation of JDs and adverts.
- Ensure DBS checks for staff are completed in a timely fashion and maintain Gateways' DBS register.
- Keep staff personnel records & files up to date.
- Maintain and update the staff handbook, ensuring all staff are informed of its contents as part of their induction process.

Finance Management

- Collaborate with our outsourced finance function, to reconcile monthly credit card expenditures.
- Manage all purchase orders to ensure timely and accurate processing.
- Ensure all expenses are accurately coded, facilitating accurate monthly management accounts reporting.

This job description is not exhaustive and is intended to provide a general overview of the responsibilities associated with the role. The post holder may be required to undertake additional duties and responsibilities that are consistent with the position and its overall purpose, as determined by the organisation.

How to apply



To apply for the **Interim Operations Manager (freelance)** role at Gateways, please submit a CV and cover letter to laurence@gateways.org.uk

All Candidates invited to interview will be required to bring the following documentation:

- An original identification document (e.g. passport or driving license)
- If applicable, proof of eligibility to work/reside in the UK
- Documents confirming educational and professional qualifications.

Gateways is committed to safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.