



School Operations Manager – Secondary Job Description And Person Specification

POST TITLE	School Operations Manager – Secondary
RESPONSIBLE TO	Secondary Headteacher
DIRECT REPORTS	Reception, Student Services, Cover, Reprographics
KEY RELATIONSHIPS	Finance Business Partner, People Business Partner, Estates, Digital/IT, Marketing
LOCATION	School based
GRADE/SALARY	Grade 7 SCP 27 – 31
CONTRACT	Full time, 52 weeks

Background

INOVA Multi-Academy Trust is comprised of 10 schools, a mix of primary and secondary, across Sheffield. Geographically close but contextually miles apart, each of our schools supports an individual community that has its own opportunities and challenges.

We are a values-led trust, committed to **Innovation**, **Collaboration**, and **Excellence**. These principles guide everything we do – from the way we educate and support our learners, to how we develop our staff and engage with our communities.

Innovation:

- We embrace forward thinking solutions
- We experiment, learning from our success and failures
- We champion the use of cutting-edge resources
- We are agile in our approach

Collaboration:

- We ensure a safe and transparent culture
- We are proactively involved in our communities
- We apply resilience and adaptability
- We promote teamwork and inclusivity

Excellence:

- We have high standards and expectations
- We continually evaluate, seeking improvement
- We insist on equity for all
- We foster a culture of ownership and responsibility

The postholder must, at all times, carry out their duties and responsibilities in accordance with INOVA Multi Academy Trust Policies, Standing Orders and current legislation with an emphasis on Customer Care, Equal Opportunities, Data Protection and Health and Safety and within the framework of the Education Act 2002, and School Standards and Framework Act 1998 with particular regard to the statutory responsibilities of the Governing Bodies of Schools. Trust staff make the education of their pupils their first concern and are accountable for achieving the highest possible standards in work and conduct. Staff act with honesty and integrity; have strong subject knowledge, keep their knowledge and skills as teachers up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of their pupils.

Job Description

Overview of Role

The School Operations Manager (Secondary) is the senior non-teaching operational leader within the school, responsible for the effective day-to-day management of all operational and administrative services.

The role ensures that Trust policies, systems and statutory requirements are implemented consistently at school level, and that the school operates efficiently, safely and compliantly. The postholder works in close partnership with central Trust functions.

Responsibilities**Operational Leadership & School Administration**

- Coordinate all non-teaching operational functions within the school, in close partnership with Trust colleagues.
- Act as the primary operational adviser to the Headteacher and senior leadership team.
- Ensure school processes, records and systems operate in line with Trust standards.
- Maintain oversight of daily operational activity, resolving issues promptly and escalating where required.
- Line manage the cover manager. Monitor cover trends, absence patterns and associated spend, providing reports and recommendations to school leadership, and provide relief cover as needed.
- Support and oversee the operational administration and compliance associated with educational visits, trips and enrichment activities, including the effective management of ParentPay systems, payments, consent processes, financial reconciliation and associated records, ensuring compliance with Trust financial regulations, safeguarding requirements and educational visits procedures.
- Be Evolved trained and be the Evolve approver for visits on behalf of the Head of School/Headteacher.

- Coordinate leave of absence and trip requests, ensuring these are processed in line with trust policy and procedure.
- Manage the maintenance and bookings of the school minibuses.
- Oversee Cashless catering, Free School meals.

Line Management & Workforce Oversight

- Line manage operational staff including:
 - Reception staff
 - Administrative staff
 - Reprographics staff
 - Cleaning staff
 - Catering Staff
- Set clear expectations, manage performance and ensure appropriate staff cover.
- Support staff development and wellbeing.

Catering and Cleaning Responsibility

- Lead and oversee the delivery of catering and cleaning services across the school, ensuring high standards of service, cleanliness, compliance and value for money.
- Act as the key operational liaison with internal teams and external providers in relation to catering and cleaning performance, staffing, standards, audits and service issues.
- Monitor service delivery, resolve day-to-day issues promptly, and escalate contractual or performance concerns where required.
- Manage Cashless catering, Free School meals.

Health, Safety & Statutory Compliance

- Coordinate school-level compliance activity including:
 - Health & Safety processes & risk assessments
 - Data protection (GDPR).
- Work closely with Trust Estates and Digital teams to address issues, log requests and support delivery.
- Act as a designated first aider and ensure robust first aid arrangements are in place across the school, including incident response, record keeping, stock checks and appropriate escalation of medical or welfare concerns.
- Support the school's wider health and safety compliance arrangements, risk management and emergency procedures, including development of policies around this.

Working with Central Trust Functions

- Act as the school's operational point of contact for:
 - Finance Business Partner – providing information, supporting processes and implementing agreed actions
 - People Business Partner – maintaining personnel records, workforce administration, maintaining absence records, return to work meetings, leave of absence processes, staffing changes, Single Central Record, School Workforce Census, timesheets and expenses, risk assessments
 - Estates – premises issues, works coordination, compliance activity
 - Digital / IT – system access, equipment and operational digital needs.
- Implement agreed actions from central teams but does not approve budgets, authorise spend or make financial decisions.

Communication and Collaboration

- Make a positive contribution to the wider life and ethos of the Trust.
- Develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support.

Other Clauses

- The duties of this post may vary from time to time according to the needs of the school/Trust and are not exhaustive, the postholder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them following consultation with the job holder.
- This job description will be kept under review and may be amended via consultation with the individual, Governing Body and/or Senior Leadership Team as required. Trade union representation will be welcomed in any such discussions.
- The postholder will be required to undertake the supervision of pupils during break and lunchtimes on a rota basis, as directed by the school. Duties will include overseeing pupils in designated areas, promoting positive behaviour, ensuring the safety and wellbeing of all pupils and responding appropriately to all incidents in line with school policies and procedures. The postholder is expected to work collaboratively with colleagues to ensure consistent standards of supervision and to follow any reasonable instructions from senior staff in relation to these duties.
- Provide contingency exam invigilation support during peak exam periods, ensuring smooth and compliant examination processes as and when required.
- The postholder is expected to participate and engage with workplace learning and development opportunities to continually improve their own performance.
- The postholder is expected to engage positively in a coaching culture to support personal development, performance improvement and continuous learning.
- The postholder may deal with sensitive material and should maintain confidentiality in all school related matters as set out in their statement of terms and condition of employment.
- You are expected to take reasonable care of your own health and safety and to be mindful of the safety of others, to cooperate with instructions, to minimise and mitigate potential hazards and risks to others and to appropriately report hazards, illnesses or injuries in accordance with our Health & Safety Policy.

This job description provides a guide to the duties and responsibilities of the post and is not an exhaustive list. The post holder may be asked to undertake any other relevant duties and responsibilities appropriate and commensurate to the post

Safeguarding

We are dedicated to maintaining the highest standards of safeguarding and promoting the welfare of all our pupils. We expect every member of staff and all volunteers to share this commitment. All staff must read and understand Part 1 (or Annex A) of Keeping Children Safe in Education guidance. All staff must follow the school's safeguarding policy and report concerns immediately to the Designated Safeguarding Lead (DSL).

Equality, Diversity, Equity and Inclusion
We strive to create an inclusive environment where every employee feels valued and powered to bring their passion, creativity, and individuality to work. We celebrate all cultures, backgrounds, and experiences, firmly believing that diversity fuels innovation and excellence.

Person Specification

CRITERIA	REQUIREMENTS	E/D
Qualifications and Experience	• Significant experience in school operations (secondary environment preferred).	E
	• Proven experience managing diverse operational teams.	E
	• Experience within a Multi Academy Trust.	D
	• Relevant qualification in school business, administration or operations.	D
Knowledge and Skills	• Strong understanding of Customer Service, Health and Safety, GDPR and HR.	E
	• Ability to work effectively with centralised Trust functions.	E
Personal Attributes and Behaviours	• Aspire to reflect the INOVA values and ethos in professional conduct and communication within the Trust.	E
	• Have a flexible work approach.	E
	• Have the ability to form and maintain appropriate relationships and personal boundaries with children and young people.	E
	• Have a commitment to Continuing Professional Development.	E
	• Act in accordance with the Trust's Code of Conduct (and for teachers - Teachers' Standards).	E
	• Forge positive professional relationships.	E

Other Requirements
• Evidence of a commitment to promoting the welfare and safeguarding of children and young people. • Show a commitment and proactive approach to drive forward equality, diversity, equity, and inclusion and to own personal development.

