



FAIRFAX

MULTI-ACADEMY TRUST



JOB DESCRIPTION
Operations Manager

POST HOLDER	
RESPONSIBLE TO	Head of Academy
LINE MANAGEMENT OF	Receptionists, General Administrators. Reprographics, General Admin, Data and Exams Manager and Head of Academy PA
WORKING HOURS	Term time only plus 20 days be worked over the school holiday periods.
WORKING PATTERN	
SALARY	
HOLIDAY ENTITLEMENT	

JOB PURPOSE

To work closely with the Head of Academy and Senior Leadership Team to contribute on an operational level to the smooth running of the Academy by planning and organising daily support functions.

To be responsible for leading the work of the Academy's administration team (including receptionists, main office, ensuring that a high level of service is provided to staff, students and visitors.

This job description lists the major duties and requirements of the job and is not all-inclusive. The post holder may be expected to perform other duties under the direction of the Head of Academy than those contained in this document and may be required to have specific job-related knowledge and skills. The allocation of duties is provisional and is subject to regular review.

MAJOR DUTIES AND REQUIREMENTS SPECIFIC TO THE POST

Operations

1. To work in conjunction with the site manager to ensure that the site is maintained and set up as necessary for the Academy's daily activities/events. Perform regular inspections to monitor and address any site issues, repairs and health and safety concerns and ensure that appropriate action is taken to rectify any problems.
2. Co-ordinate Academy events such as Parent's Evenings, Merit rewards, Celebration Evening, and school performances.

3. To lead the weekly Operations Meetings for support staff managers and ensure actions from the meetings are followed up and completed.
4. Liaise with RM IT Support regarding technical support for learning, password re-sets, software implementation and access passes.
5. Oversee the administration of the catering system, school telephone system and mobile phones.
6. Maintain the internal room booking procedures (meeting rooms, main hall and diamond suite). Log bookings and issue keys for the use of the school minibuses as required.
7. To lead in the Academy on assisting to arrange HR absence meetings.
8. To lead on the Academy website

Administration

1. Maintain overall responsibility for managing the administration team and quality assure their work.
2. Oversee all incoming communication, ensuring the administration team support with a wide range of queries from students and parents, ensuring all information is effectively communicated and escalated where necessary.
3. Be responsible for creating and issuing admission packs for new students, ensuring admission forms are completed, returned and details recorded on BROMCOM.
4. To oversee and manage the academy's admissions procedures for students in Years 7-11.
5. Manage the administration of Free School Meals.
6. Liaise with the Trust HR team regarding recruitment and onboarding using the Face-Ed system.
7. Liaise with the Trust HR team on specific HR issues, to support line managers
8. Ensure that the Single Central Record (SCR) is maintained accurately and on timely basis in accordance with statutory responsibilities.
9. Responsible for the Academy's GDPR, Data protection and subject access requests in conjunction with the Trust's Data Protection Officer.
10. Provide student medical lists and emergency contact information for school trips.
11. Be responsible for overseeing all external communication with parents, managing and maintaining the school's parental communication software.
12. Provide essential input to the set-up of ParentPay cashless system accounts with regard to school trips and purchase of revision textbooks. Also, to provide administration support regarding ParentPay records for school meals and free school meals. To also provide first line support for parent/staff queries regarding balances on ParentPay.
13. Be the main administrator for IRIS Reach, Sign In and MCAS app and set appropriate user permissions for the administration team.
14. Be responsible for the distribution and collection of post including maintaining out bound post procedures.
15. Oversee the budgets and ordering of stationary/office equipment and paper supplies. Monitor budgets for text messaging, postage and mobile phones.
16. Set up an archiving system (computer and paper files) for the administration team and ensure this is maintained and information archived regularly in line with the latest Data Protection legislation.
17. Perform other such duties as the Principal may from time to time determine.

Supervisory Duties

1. Lead the work of the administration team, ensuring efficient distribution of workload between staff, through liaison with faculty and department leads.
2. Line manage the administration team, including coordinating cover and carrying out annual performance reviews, return to work meetings and probation reviews.
3. Ensure that all members of the team are conversant with the full range of duties so that adequate cover can be provided during absences.

GENERAL

1. Promote and safeguard the welfare of students you come into contact with.
2. Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
3. Be aware of and adhere to all Trust and Academy level policies and procedures and comply with their contents; raising any concerns in a timely manner.
4. Be aware of, support and ensure equal opportunities for all.
5. Contribute to the overall ethos/work/aims of the Trust.
6. Appreciate and support the role of other professionals.
7. Attend and participate in relevant meetings as required.
8. Participate in training, other learning activities and performance development as required.
9. Engage actively in the performance review process.
10. Perform any other such duties as the Principal may from time to time determine.

The person specification outlines the main attributes needed to adequately perform the post specified. It is intended to give prospective candidates a better understanding of the post's requirements. It will be used as part of the recruitment process in identifying and shortlisting candidates.

Fairfax Multi-Academy Trust (FMAT) is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. An Enhanced DBS check is required for the successful applicant.

Experience/knowledge/qualifications	Essential	Desirable
Educated to GCSE level A* - C or equivalent in English and maths	✓	
Intermediate or above qualification Word processing/typing	✓	
Recent experience in an administrative role	✓	
Good knowledge of IT systems and proficient in the use of MS Word, Excel, PowerPoint, Outlook and e-mail	✓	
Fully proficient in typing and note taking accurately	✓	
Experience in using database applications	✓	
Experience in reception work	✓	
Good knowledge of standard office procedures and equipment	✓	
Previous experience in working in a school in a similar role		✓
Previous experience in using SIMS		✓
Personal qualities and attitudes	Essential	Desirable
Pleasant and confident telephone manner	✓	
Excellent administrative skills	✓	
Excellent attention to detail and ability to work to the required standards of accuracy and presentation	✓	
Ability to prioritise and deal with conflicting demands	✓	
Good verbal, listening, literacy and written communication skills	✓	
Ability to follow set procedures	✓	
Ability to work autonomously with minimum supervision, or as part of a team as necessary		

Ability to maintain confidentiality and deal with situations in a tactful manner	✓	
Excellent attendance and punctuality	✓	
Willing to undertake appropriate training and development with a positive attitude including a commitment to undertake First Aid and other relevant training	✓	
A commitment to the ethos, vision and values of the Trust	✓	

I have read and accept this job description

Signature: _____

Print Name: _____

Date: _____

Review and amendment

This job description allocates core initial duties and responsibilities and will be reviewed periodically and when appropriate. It is therefore not necessarily a comprehensive definition and may be subject to change or modification at any time after consultation.

ENRICHING LIVES; TRANSFORMING FUTURES

EXCELLENCE.

DEDICATION.

AMBITION.

INTEGRITY.

TRADITION.

