



## **HOLMEWOOD HOUSE SCHOOL**

Barrow Lane, Langton Green, Tunbridge Wells, Kent, TN3 0EB  
Telephone: 01892 860000 Website: [www.holmewoodhouse.co.uk](http://www.holmewoodhouse.co.uk)



### **Operations Manager**

#### **About Holmewood House School**

Holmewood House is a prestigious independent Prep School of 470 pupils aged 3-13 years, set amidst 32 acres of the most beautiful Kent countryside, just outside Tunbridge Wells. The School is a happy and supportive working environment, where we pride ourselves on the exceptional provision for our pupils and staff in all areas.

Holmewood House provides a broad, well-balanced curriculum with outstanding teachers in what is very much a family school where the positive relationships between the teachers and children allows staff to get to know and understand the individual needs of each and every child. They foster their talents and nurture their growth through a challenging and exciting curriculum.

The wonderful environment and outstanding facilities provide a strong framework upon which the ethos of 'allowing children to be children' can be achieved. Childhood is full of exciting new experiences which, parents and teachers relive, through the eyes and laughter of the children.

For further information about Holmewood House please visit our website:

[www.holmewoodhouse.co.uk](http://www.holmewoodhouse.co.uk)

## **The role**

The Operations Manager, through the Bursar is responsible for the day-to-day operational management of the School in terms of estates management (grounds, maintenance, transport, cleaning, security and health and safety), IT, Catering and Medical Centre. The Operations manager has line management responsibility for the Estates Manager, Catering Manager (Contract Company), IT Manager (Contract Company) and Senior Nurse.

The Operations Manager is a member of the Operations Management Team for the School.

## **Role requirements**

### **Leadership and Policy**

- Ensure compliance with relevant legislation, including that within the Charity sector and governance.
- With the Bursar, ensure succession planning within the Operations team.
- Liaise as required with the School's legal advisors.
- Along with the Bursar, review and update relevant ISI policies, such as First Aid, Fire Risk Prevention, Accessibility, Risk Assessment, Major Incidents, School Journeys, Health & Safety policies annually including the Disaster Recovery Plan.
- Along with the bursar review the Risk Review document in liaison with the Governors to meet obligations under Charity law.
- Attend and support School events as required by the Head, involving evening and weekend attendance, including Open Mornings, Parents' Day, Christmas Carol Service, concerts plays and staff training.
- With the Bursar and Estate Manager and working with the HR Manager, ensure that the School's operations are efficiently and effectively resourced and structured.

### **Governance**

- Attend Health and Safety Committee and any other committee as required.
- Member of the Premises committee
- Prepare reports for SLT and Governors
- Attend fortnightly Operational Management Meetings.
- Hold weekly meetings with line managers.

### **Estates and Grounds**

- Ensure the provision of an appropriate learning environment that is safe and secure for all stakeholders.
- Line manage the Estate Manager and support them in their role.
- In conjunction with the Estate Manager, manage facilities and grounds and premises issues, maintenance, repairs and replacements.
- Perform and review facilities and premises risk assessments as necessary.
- Evaluate, negotiate and select (in conjunction with the Head and Bursar) facilities and premises resources and services as required, ensuring the procurement meets the

needs of the schools and is best value for money.

- Work with the Bursar to manage capital and minor works projects, ensuring any planning and construction is undertaken in line with contractual obligations.
- Attend meetings of the governors' Premises Committee to keep them informed and knowledgeable about facilities and premises matters.

### **Health and Safety and Security**

- Implement new Health and Safety and Compliance digital framework.
- Maintain and implement the School's Health and Safety policies, ensuring the completion of risk assessments where necessary.
- Along with the Bursar and Estate Manager, update the Disaster Recovery Plan on an annual basis.
- Ensure all buildings comply with current health and safety policies and current legislation by undertaking a termly property inspection return.
- Oversee fire safety requirements for the School site – i.e. weekly testing of the fire alarm call points, monthly testing of the emergency lighting, annual servicing of fire extinguishers, termly fire drill evacuations, bi-annual PAT testing, servicing of the fire alarm system every six months and ensuring that a fixed wire survey is undertaken every five years.
- Ensure that gas safety certificates are received for all domestic and commercial boilers, gas appliances in the commercial kitchen and for the science laboratories gas supplies.
- Ensure that a fire risk assessment is either reviewed or undertaken each year by a competent person and that any recommendations are duly implemented.
- Oversee the management of asbestos on the School site and to maintain the asbestos register.
- Oversee the School's water regime with regular water sample testing and to ensure that a legionella risk assessment is undertaken every two years.
- Ensure that the treatment plant is serviced regularly and water discharge samples tested to ensure these meet with environmental targets.
- Along with the Estates Manager and Security Team, ensure that the security provision includes 24/7 365 cover and that the security card system and CCTV are sufficient and suitable for the needs of the School.

### **Operations**

- Active line management to the Estate Manager, IT Manager, Catering Manager and Senior Nurse.
- Have responsibility against agreed budgets for Catering, Estates, IT and Medical.
- Have responsibility for the expenditure allocated to capital projects concerning Estates and IT.
- Working closely with the Deputy Head and Estate Manager, strategic oversight and monitoring of the traffic flow around the school site to ensure the safety of all making improvements as necessary.
- Along with the Bursar manage building maintenance projects as required.
- Ensure all school events which have an operational element are professionally and appropriately managed and resourced such as parent evenings, performing arts events).
- Attend the termly calendar meeting to ensure the smooth running of the School from an operational perspective.
- Attend weekly operations meeting.
- Along with the Estates Manager and other stakeholders, plan Speech Day/Sports Day.

## **Cleaning**

- Along with the Estates Manager and Domestic Supervisor, ensure responsibility for the cleanliness of the School buildings and the day to day delivery of this important service.
- Day to day organisation of overall School cleaning provision with the support of the Domestic Supervisor and Estates Manager.
- With the Domestic supervisor and Estate manager, ensure deep cleaning is timetabled and carried out in all School buildings during the holiday periods.

## **Catering**

- Liaise with the Catering Manager on a day to day basis to ensure that the appropriate level of service and food quality/nutrition is being delivered.
- Meet with the Catering Company's Operations Manager/Account Manager each month to discuss all catering aspects including budgets, staffing, complaints, and additional and expert support for any School events or specific marketing campaigns.
- Along with the Bursar renegotiate the catering contract with the contractor each 3 to 5 years depending upon the existing signed contract.
- Assess the success of the catering operation by undertaking a KPI survey each year as per the agreed standards under the terms of the contract.
- Oversee with the contractor food surveys for both pupils and parents.
- Ensure that the contractor is being responsible from a sustainability perspective.

## **IT**

- Meet with the IT Contracting Company's Operations Manager/Account Manager to discuss all IT provision aspects.
- Along with the Bursar renegotiate the IT contract with the contractor each 3 to 5 years depending upon the existing signed contract.
- Assess the success of the catering operation by undertaking a KPI survey each year as per the agreed standards under the terms of the contract.
- Support the Head and Bursar in delivering a strategic plan for the school's IT infrastructure and systems.
- With the IT contractor and Bursar, implement the IT strategy, whilst delivering vision and innovation to the development and management of the IT infrastructure and systems, IT Team and wider resource.
- Work with relevant key stakeholders to get the necessary buy-in to the IT strategy, ensuring that everything is understandable in terms of educational objectives and outcomes.
- Work with the Head of Computing and Digital and Innovation (Teaching), IT contractor and wider academic colleagues to support innovation in classrooms and the development of digital teaching and learning.
- With the IT contractor, oversee day to day IT and digital support to the School.
- Project manage MIS project to move to ISAMS and other key IT projects with the IT contractor.
- Oversee a programme of training for staff across the school to ensure they can maximise the use of the technology and systems available to them.
- With the IT Contractor and Bursar manage the School's IT assets and consumables and ensure efficient and effective IT service delivery to the School, including disaster recovery.

## **Transport**

- Along with the Estates and Minibus Coordinator ensure responsibility for the strategic and operational delivery of the school transport service.
- Working hand in hand with the Estate Manager, responsible for the operational

- delivery of the school's fleet of minibuses and any contract transport companies used.
- Ensure all minibuses have current MOT certificates and apply for new Permit 19 badges when existing permits expire.
  - Negotiate new contract hire contracts at the end of the existing contracts with careful consideration of the financial implications.
  - Maintain the Minibus manual including staff driver training records.
  - Liaise with the Office Administrator on a daily basis to ensure the smooth operational delivery of the minibus service.
  - Develop and maintain relationship alongside the Office Administrator with the contract company we outsource to for trips, sports and visits.
  - Ensure the transport service meets customer needs by regularly reviewing the service with parents and pupils.

### **Residential School Accommodation**

- Co-ordinate the allocation of on-site accommodation in consultation with the Bursar and Head.
- Undertake an annual audit of the properties and undertake a schedule of maintenance work in conjunction with the Estate Manager to ensure properties are adequately maintained.
- Liaise with the HR Manager regarding licence to occupy agreements with employees and with the Finance Bursar.
- Review each September any utility increases in conjunction with the Finance Bursar and advise residents accordingly.

### **Other**

- Network with other counterparts at other schools as well as in the wider community.
- Ensure ongoing professional development.
- Complete First Aid at Work training, if not already qualified.
- Forge strong relationships with colleagues as well as within the wider community.
- Observe the staff code of conduct.
- To make a positive contribution to the life of the community, working to maintain the kind, caring and supportive ethos of the school.
- To be aware of and have proper professional regard for the policies and practices of the School.
- To promote equality for all members of the community.
- To contribute to the School's inspection readiness programme.
- To attend staff meetings and INSET training as required.
- To participate in and undertake performance reviews as required.
- To undertake any other duties reasonably requested by the Bursar and Head.

### **Person Specification**

- Experience of managing operation functions within School or business environment.
- Experience of team leadership and staff supervision.
- Experience of managing departmental budgets.
- Experience of change management and process improvements.
- Experience of project management, delivering projects on time and within budget.

### **Skills and Abilities**

- Committed to safeguarding and promoting the welfare of pupils

- Possess the highest level of professionalism and integrity.
- Self-motivated, proactive and committed.
- Strong IT skills, in particular Excel, Word.
- Able to work individually and as part of a team.
- Able to prioritise effectively.
- Strong communication skills orally and in writing with all staff, governors and contractors and suppliers as well as other members of the school community.
- Able to direct the work of others as appropriate.
- Able to maintain confidentiality at all times.
- Able to manage own workload effectively.
- Able to respond swiftly, calmly and effectively to the unexpected.

### **Knowledge**

- Knowledge of Health and Safety legislation and effective implementation of the Health and Safety policies and risk assessments.
- Knowledge and effective implementation of the School's safeguarding policies.
- Knowledge of UK GDPR/Data Protection legislation.

### **Hours**

Monday to Friday 40 hours per week excluding a 30 minute unpaid break each day.

### **Holiday Entitlement**

25 days per academic year, plus statutory holidays. Leave during term time may be considered on application, in exceptional circumstances and subject to operational needs.

The holiday entitlement runs 1<sup>st</sup> September to 31<sup>st</sup> August.

### **Salary**

£45,000 - £50,000 per annum dependent upon experience.

### **Notice Period**

One term's notice, following successful completion of a 12 month probationary period.

### **Pension & School Benefits**

The successful candidate will be offered a range of benefits including an employer contributory pension, free parking and free lunch/refreshments.

### **Start date**

As soon as possible

### **Offer**

The successful applicant will be offered the role subject to the satisfactory completion of a

number of background checks including but not limited to; an enhanced DBS check, the taking up and verification of references, the verification of career history and fitness to undertake the role.

## **Safeguarding**

All staff including visiting staff have a responsibility for promoting and safeguarding the welfare of children with whom they come into contact and are required to adhere to and ensure compliance with the School's Safeguarding policies at all times.

## **Application**

If you wish to be considered for this role, please complete an application form which can be found on our website and email to: [recruitment@holmewoodhouse.co.uk](mailto:recruitment@holmewoodhouse.co.uk).

The closing date for applications is 22<sup>nd</sup> April 2024.

If you would like more information on the role or require a hard copy application form please contact Michelle French, HR Manager on 01892 860000.