



## Operations Manager

Employment Status: Full Time

Application Closes: 0900 1 December 2025

Required From: January 2026

Interviews: w/c 08 December 2025



# Welcome to St Dunstan's Education Group

St Dunstan's Education Group is a growing group of coeducational schools serving approximately 1500 children aged 2 – 18, based in the vibrancy and diversity of south-east London. Remaining true to the founding principle of St Dunstan's College that the school should be 'ahead of the current time', St Dunstan's today is known to offer an ambitious and forward-thinking education that trailblazes in the Sector by thinking differently about how young people are educated for an uncertain future.

St Dunstan's is a thriving educational community. St Dunstan's College was named Coeducational School of the Year in 2020, Senior School of the Year 2022 and Most Progressive School in London in 2023. In the summer of 2024, it was one of the 50 best performing independent schools in the UK for our A Level and GCSE results and was in the top 100 schools in the UK as listed in the Times Parent Power league table. In 2023 Rosemead became one of the first prep schools in the UK to receive a significant strength from the Independent Schools Inspectorate and later that year St Dunstan's College became the one of the very first schools to receive two significant strengths for its role in EEDI and the progressive nature of the curriculum. In 2024, Rosemead won the prestigious ISA award for Equality, Diversity and Inclusion.

Responding both to significant growth in market share and the political and economic headwinds within the sector, St Dunstan's is committed to a strategy of growth and diversification of income. The College has undertaken a radical development of its estate to expand its pupil roll, firstly through the acquisition of the Jubilee Ground, a 15 acre site for community and sporting activity, just minutes from the school, and then through a 30 million pound building programme, including the development of a new STEM Centre, Junior School, Sixth Form Centre and Performing Arts Hub. An ambitious and creative masterplan for the development of our site has now been finalised and will underpin the rolling programme of works planned for the next 10 years, including our ambitions to be a carbon-zero charity. The decision to evolve into a larger educational group began with the merger with Rosemead Prep School, Dulwich, in 2023, with this presenting many new opportunities for staff and pupils, and it is set to grow further in the next 12 months.

Many of the decisions that St Dunstan's has taken in recent years have been trailblazing for the Sector. St Dunstan's College was one of the first schools in the country to introduce a Centre of Wellbeing, to cater for pupil mental and physical health. We introduced a gender-neutral sporting programme, recently culminating in signing a partnership with Chelsea football club. Our Additional curriculum, of our own design, deliberately seeks to educate young people in the life skills they will require for the future – our work undertaken on toxic masculinity, pornography and race have all been widely covered by the national and educational press. Underpinning our entire educational narrative is a commitment to a renaissance education – a broad, balanced and liberal education that helps young people develop the toolkit they will require to thrive in the future.

The diversity of our south-east London location is perhaps our biggest asset, allowing us to cultivate an environment that nurtures individuality. As one of the most socio-economically and culturally diverse areas in the UK, ours is a school that actively shuns entitlement and arrogance and rather develops well-rounded, grounded young men and women who have the soft skills to thrive in tomorrow's world.

## **We attempt to define the St Dunstan's Difference as follows:**

- Trailblazing a forward-thinking independent education since 1888
- Promoting high achievement without arrogance
- Championing individuality, diversity and equality – *albam exorna!*
- Developing values through a broad and liberal education supporting wellbeing as central to success
- Growing ambitious and imaginative partnerships
- Providing life-enriching opportunities to our local community infusing social conscience and ethical thinking

## **Working for St Dunstan's**

We seek to be the employer of choice in the Sector, with staff wanting to work at St Dunstan's as a consequence of its clarity of purpose and vision, our unique identity and reputation, and a sincere commitment to staff development, creativity and voice, wellbeing, diversity and equality, and a culture of trust and transparency. Some of the benefits\* of working for us include:

- Tuition fee remission and no registration fees
- Private Health Care Insurance (50% paid by employer) with reduced health club membership
- Health care cash plan
- Free lunch and beverages, during term time
- Free off-road parking
- Salary Sacrifice Schemes
- Season Ticket Loan
- Free winter and summer social events
- Annual flu immunisation
- Use of College leisure facilities including gym, tennis courts and pool
- Discounted School Uniform
- Workplace Nursery Scheme

\*conditions apply

## Our Commitment to Safeguarding Children

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Applicants will be required to undergo child protection screening appropriate to the post, including checks with past employers, checks relating to prohibitions, sanctions and restrictions on teaching and the Disclosure and Barring Service (DBS) with children's barred list check. The School will carry out online searches on shortlisted applicants and all applicants will be required to provide details of their online profile, including social media accounts, as part of their application. The safeguarding responsibilities of the post include promoting and safeguarding the welfare of children and young persons for whom they are responsible for or with whom they come into contact with. All staff are required to adhere to and ensure compliance with the School's safeguarding and child protection policies and procedures at all times and to complete appropriate training.

In the course of carrying out their duties the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Safeguarding Lead, or in relation to concerns regarding a member of staff, the Head.

The post is exempt from the Rehabilitation of Offenders Act 1974. The School is therefore permitted to ask job applicants to declare all convictions and cautions on a self-declaration form in advance of attending an interview (including those which are "spent" unless they are "protected" under the DBS filtering rules) in order to assess their suitability to work with children.

Further information and copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR team.

# THE ROLE

## **Responsible to: Head of Commercial Activity**

The Operations Manager, reporting to the Head of Commercial Activity will oversee the operational and service delivery at the Old Dunstonian's Langley Park Sports Ground, which operates as part of St Dunstan's Education Group Enterprises Ltd (SDEGE), the College's commercial arm, as well as supporting the wider Group activities across departments and key stake holders.

As a key holder and line manager for the Duty Managers and site team, they will ensure the site operates within all the required health and safety parameters and that all operational and service delivery meets industry best practice standards. They will ensure the facilities operated by SDEGE and associated areas are adequately staffed, supervised, kept clean and safe for users, meeting the requisite industry standards.

The post holder will manage sports and event delivery, invoicing, and payments, developing strong relationships with clubs, the Old Dunstonian's board, and key stakeholders. They will oversee site operations, including facility maintenance, compliance, staff rota planning, security of areas, and bar/cellar operations. Training and relevant qualifications will be provided to help develop the post holder maintain industry knowledge and develop business skills as part of an agreed development plan.

# JOB DESCRIPTION

The following list is not exhaustive but serves as an indication of what the role encompasses:

## Business Focus

- To work alongside the Head of Commercial Activity to agree budget targets for income areas.
- To set KPI's for income and booking lines to monitor income against budget expectations.
- To Support Management Team by conducting regular reviews to support KPI achievement, development planning and reforecasting of targets.
- To review business model termly to introduce new price points, services and offers to engage customers and reflect supplier costs.
- To guide the site management team in developing a site NOP to include compliance, standards and bookings, payments / banking, ensuring consistency in delivery of service, timely collection of income, and staff adherence to processes, with customer service and safety being paramount..
- To utilise the Gladstone booking system to produce and maintain site processes for hire, bookings, and to provide training and guidance to staff on these Group wide processes..
- Support the Management Team with enquiries management process regarding sports hire & events.
- To work with the managers and finance department to ensure payments are taken successfully through the online platforms and finance department, limiting debt and ensure bookings and payments through our web-based booking system.

## Compliance

- To develop check sheets and daily management policies for the building / facilities, ensuring areas are compliant, clean, secure, and fit for activities.
- To allocated appropriate staffing to deliver the service taking into account spectators, risk, age groups.
- To ensure all Safeguarding measures adopted by St Dunstan's Enterprises are effectively integrated into the operations at Langley Park.
- To ensure hirers and clubs adhere to National Governing Body standards of safety, coaching and safeguarding.
- Support and guide the management team in the delivery of events and functions at our Jubilee Sports Ground to ensure hirers meet the standards and policies required.
- To ensure events and services run in line with licensing law and to renew licences as required for the sale of alcohol and hosting events with dancing and music.
- To oversee external audits of the sites catering and hygiene practices.

## Customer Service

- To conduct annual or post-event customer surveys to ensure satisfaction levels meet KPIs and services/products develop in line with customer trends..
- To ensure the website is up to date and shows all current offers and events in a timely manner.
- To work alongside the Group's marketing department to develop an annual marketing plan to help support business objectives.
- To conduct benchmarking across the business to ensure that services and products are priced correctly and competitive in the local market.

## General

- Provide day-to-day leadership and performance management of Duty Managers and site staff, including training, development, and rota planning
- Train, support and guide the team on facility & event set downs, as required by the hire programme.
- To work with the managers and finance department to ensure payments are taken successfully through the online platforms and finance department, limiting debt and ensure Bookings and payments through our web-based booking system.
- To ensure daily banking reports are completed and income is attributed to the correct departments and managers updated on debt.
- To complete opening and closing checks and record income on appropriate forms.
- To understand your own responsibilities, be committed to and comply with Educational Group policies and procedures relating to child protection, health & safety, welfare, security, diversity & equality, confidentiality, and data protection, reporting any concerns to the appropriate person.
- To always work collaboratively with the wider business and act in the interests of St Dunstan's Educational Group.
- To support the delivery of the Educational Group's strategy as it relates to this post and offer knowledge and experience in delivery of large-scale college events.

## The Package

Salary: S4 £36,718 - £42,836 (as per September 2025 pay scale)

Hours: 37.5 per week, Monday to Sunday (as required)

Pension: ISPS (DC)\*

# PERSON SPECIFICATION

THE FOLLOWING EXPERIENCE AND SKILLS ARE ESSENTIAL/DESIRABLE:	ESSENTIAL	DESIRABLE
<b>Qualification/s and Training</b>		
A good standard of education (e.g., GCSE's or equivalent including Maths and English)	X	
National License Holder		X
First Aid at Work	X	
IOSH or equivalent Health & Safety Qualification		X
<b>Experience</b>		
Experience in a leisure or hospitality setting	X	
Experience in bar management	X	
Experience of using web-based booking systems		X
Experience in cash handling		X
Experience in a customer facing environment	X	
Experience in responding to Google reviews and handling enquiries received via the website and social media platforms		X

<b>Skills and Knowledge</b>		
Experience in managing staff, conducting appraisals, and delivering internal training to support professional development	X	
Proven experience in facilities management	X	
Excellent organisational skills, with an ability to prioritise important projects	X	
Excellent written and verbal communication skills, with a 'customer service' approach	X	
<b>Personal Qualities</b>		
Flexible approach and a willingness to respond to changing priorities	X	
The ability to work as part of a team	X	
Hard working, professional work ethic, with a desire to deliver high standards	X	
Ability to use own initiative, to meet service standards and health and safety requirements.	X	
Ability to prioritise Health & Safety & Safeguarding to ensure all activities run to the standards required by the Educational Group	X	

