

## Job Description for Cluster Operations Manager

**Post:** Operations Manager

**Responsible to:** Executive Business Manager (EBM)

### **Purpose:**

As the Head of Cluster Operations for the Poole and Bournemouth Cluster, the post-holder will be a senior leader within the cluster wide support team assisting with the strategic leadership of the Cluster and will provide extensive day to day support to Academy-based staff on all premises, marketing and administration matters.

The post holder will:

- Work with the Executive Business Manager to ensure that all sites across the cluster are well maintained and provide a safe environment for our staff and students
- Responsibility for all aspects of Health and Safety compliance for the cluster
- Deliver effective premises, catering and cleaning services to all academies
- Maximise lettings income from actively marketing available spaces
- Lead the marketing function for the cluster
- Working with Principals, manage the administration functions for the cluster
- Work with the Executive Business Manager to implement systems and procedures to ensure compliance with United Learning policies.

### **Main Core Duties:**

#### General

- To work closely with the Executive Business Manager, individual academies within the cluster, United Learning Head Office staff and other external parties.
- Develop effective relationships with key stakeholders including, but not limited to, the wider cluster support team, Executive Business Manager, Principals/Headteacher and other academy-based staff.
- To support the Local Governing Bodies, providing information for decision making when required
- Working with the Executive Business Manager to prepare information submissions to United Learning within the required time scales.

#### Health and Safety

- Assisting the Executive Business Manager in identifying and developing actions plans to address any health and safety issues across all cluster premises
- Attendance at and reporting to academy Health and Safety Committees
- Working with the Executive Business Manager and UL Estates Partner to advise the Principals/Headteacher on a strategic site development plan that supports the educational aims and ethos of the Cluster.
- To ensure the effective implementation of effective Health and Safety procedures within each Academy, and ensure these adhere to current United Learning policies

- Responsible for the safe keeping of each Academy's compliance records and to ensure that Retention Guidelines are adhered to
- Acting as the lead for the cluster for all Health and Safety audits.
- To identify any health and safety risks and report to the EBM alongside risk reduction plans, for inclusion into the risk register.

#### Premises

- Lead the caretaking teams across the cluster through the Site Managers
- Ensure regular site team presence and effective response in all schools for caretaking, maintenance, and other day to day requirements for effective management of school site
- Work with Site Managers to share best practice and expertise across the cluster
- Lead an annual value for money review to consider financial efficiencies through consolidated procurement and choice of preferred suppliers
- Working with the Executive Business Manager and Finance Managers to ensure compliance with tender policies and processes when securing contracts.

#### Catering/Cleaning

- Lead the catering and cleaning teams across the cluster through the relevant managers
- Work with the Catering Manager to share best practice and expertise across the cluster including a focus on allergens and food safety
- Link with UL Catering lead and local teams to ensure that any new guidance is implemented to deadline
- To oversee managers in ensuring COSHH compliance and training
- Lead an annual VFM review to consider financial efficiencies through consolidated procurement and choice of preferred suppliers
- Main point of contract for external catering and cleaning contracts
- Working with the Executive Business Manager to ensure compliance with procurement policies and processes when securing contracts.
- Ensure high standard of cleanliness throughout all the schools, both internally and externally are met including responsive cleaning and specialist cleaning

#### Lettings

- Lead on lettings for the cluster, with an aim to maximise income from academy resources
- Develop a consistent booking process and ensure agreements are made in line with UL policies
- Actively market academy resources, through external company if required
- Work with EBM/Finance Managers to bid for funding which would enhance facilities
- Undertake annual review of prices in conjunction with Head of Cluster Finance
- Liaise with academies to understand available slots and closed slots due to exams, etc, to avoid late cancellations

#### Marketing

- To support and develop strategies that will increase student recruitment and support schools in implementation
- To develop and support use of digital platforms effectively for marketing purposes
- To help raise the academies' profiles through ensuring high quality marketing of internal and external events and celebration of success.
- Promoting the United Learning Brand and distinctive local academy brands
- To ensure that communication both internally and externally is of a high standard
- Annual review and update of prospectus documents

- Periodic review of websites including images with a view for maximum impact

#### Administration

- Lead the administration function across the cluster through the relevant managers
- Oversee an effective reception function using agreed microscripts and ensuring a professional first impression of the academies
- Ensure delivery of effective administration services to all senior leaders across the academies including professional communications with parents and other stakeholders

#### **Safeguarding**

- Undertake regular safeguarding training as required
- Ensure that statutory and Ofsted requirements for Safeguarding are met
- To promote the safeguarding of young people

#### **General Responsibilities**

- Contribute to the overall ethos / work aims of the Academies
- Partake in daily transition duties and weekly break/lunch duties
- Provide a courteous reception to staff, young people and visitors
- Participate in training and other learning activities as required
- Undertake relevant training as required to support the functions of the post and to enhance personal development
- Undertake any other duties as specified by the EBM or Principals/Headteacher.

#### **Other Duties**

The post holder may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not of themselves justify the re-evaluation of a post.



## Person Specification

Essential Criteria	Desirable Criteria	Evidence
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>GCSE English &amp; Maths Grades A* - C (9 - 4)</li> <li>IOSH (Managing Safely) or equivalent qualification or equivalent professional experience.</li> </ul>		Application Form Interview References Proof of Qualifications
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Experience in an Estates Management or similar role working across multiple sites</li> <li>Experience in delivering Health and Safety advice</li> <li>Experience of procuring and monitoring of contracts/services to ensure key performance indicators are met.</li> <li>Experience of developing a system of controls to ensure compliance to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Experience of assisting in the strategic planning of a maintained school, academy or other organisation</li> <li>Experience of working in a school environment</li> <li>Experience in Project Management</li> </ul>	Application form Interview References
<p><b>Skills and ability:</b></p> <ul style="list-style-type: none"> <li>Excellent general IT skills</li> <li>Ability to maintain thorough and accurate records.</li> <li>Ability to prepare comprehensive reports and data.</li> <li>Ability to liaise positively with staff and students and be customer focused with a professional and friendly manner.</li> <li>Able to make connection between your work and the benefits to pupils.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the school operations requirements (catering/premises/etc)</li> </ul>	Interview Application Form References
<p><b>Disposition/Attitude:</b></p> <ul style="list-style-type: none"> <li>Good written and verbal communication skills</li> <li>Ability to prioritise and manage workloads while maintaining a flexible response to urgent requests</li> <li>Good interpersonal skills and ability to work with students, staff and stakeholders at all levels</li> <li>Organised with good attention to detail</li> </ul>		Interview References



<ul style="list-style-type: none"><li>• Ability and willingness to travel regularly to locations within the Cluster</li></ul>		
<p><b><u>Commitment and other requirements:</u></b></p> <ul style="list-style-type: none"><li>• Satisfactory Enhanced Disclosure with the Disclosure &amp; Barring Service (DBS)</li><li>• Completion of all relevant Safeguarding training</li><li>• Excellent attendance and time-keeping record.</li></ul>		Application form Interview References