

Job Description: Operations Manager (OM)

Reporting to: The Premises Director (PD)

1. Background to the role

The post holder will play a key role in ensuring the effective and professional operation of the Building and premises team—covering Carpentry, Stonemasonry, Joinery, Roofing, Multi-trade, Painting, Plumbing, Electrical, and Logistics—across the entire King's School Group. This role will focus on aligning day-to-day maintenance activities with King's long-term operational and strategic objectives, ensuring high standards of service, safety, and reliability. Strong collaboration and communication with the King's community and key stakeholders is essential.

2. Line Management Responsibility

The OM has direct line management responsibility for the following roles:

- Premises Supervisors
- Joinery Workshop Manager
- Helpdesk Administrator

Key Responsibilities

3. Reactive and Planned Preventative Maintenance

- Via the Computer-aided Facilities Management (CAFM) system, to ensure that job tickets are allocated to the relevant trades, assessed and completed within the expected time frame and agreed KPI's.
- To monitor and analyse workflow on a daily basis to ensure that the premises team are working efficiently and effectively.
- In liaison with the Premises Director, to co-ordinate and manage planned, preventative maintenance activities.
- To be responsible for the delivery, procurement and planning of all maintenance operations, ensuring that value for money is achieved at all time.
- To liaise with the Premises Supervisors to ensure they are monitoring works, both during and post completion, ensuring that works are carried out to a high standard and within a reasonable time frame. To confirm customer satisfaction and request feedback from King's stakeholders reacting appropriately to any concerns that are raised.
- To liaise with the Premises Supervisors to ensure that the premises team manage equipment and stock levels, ensuring that inventory records are accurate and that purchases provide value for money.
- Participate as a member of the Premises Department Management Team. The team will meet regularly to discuss ongoing and prospective works, review budgetary control and performance/output targets.
- liaising with the PS to oversee the joinery workshop, set a plan of production for all joinery items for both maintenance and planned projects.



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- liaising with the PS to oversee the stone masonry workshop, set a plan of production for all stonework items for both maintenance and planned project.
- To liaise with the Technical Services Manager to arrange the necessary labor in order to complete all compliance tasks in a timely fashion and in line with statutory requirements.

4. Planned Projects

- To work with the Project Surveyor to manage planned works across the school's sites.
- To assist the PD & Project Surveyor in the development and co-ordination of the 10-year programme for all school buildings and staff housing, in line with the School's condition survey.
- To act as principal contractor under CDM regulations 2015 on planned project works.
- In liaison with the Project Surveyor and Premises Supervisors to produce a rolling programme of works, to regularly monitor and assess progress and to inform and update all stakeholders as necessary.
- To liaise with the Facilities Co-Ordinator to maintain all school accommodation and support staff moves.
- To assist the Project Surveyor with the monitoring of external contractors works ensuring that works are completed to a high standard and within the required timeframe.

5. Health and Safety

- To ensure that all staff within the maintenance team are aware of and adhere to health and safety policies and regulations.
- To produce risk assessments for work activities and to ensure that the maintenance team have read and understood all risk assessments linked to work activities.
- To ensure that the maintenance team follow Health and Safety procedure and that relevant documentation, i.e asbestos register, is checked before any works commence.

6. Training and Development

- To monitor and ensure that all staff within the premises team receive role relevant training and to assist the PD with the annual department training programme.
- To liaise with the PD to produce a department skills audit, that can be regularly reviewed to ensure all necessary skills are maintained.
- To liaise with the PS to ensure tall box talks are carried out on a regular basis, tracked and recorded
- To liaise with the PS to ensure all job appraisals are conducted in a timely fashion, reviewed and development action points initiated.

7. Financial

- In liaison with the PD, monitor spend within the premises team budgets, including reactive and planned works, ensuring that best value for money is achieved and that annual budgets are adhered to.
- To ensure that maximum purchasing efficiency is enforced and that competitive quotes are obtained, whenever possible.
- To record the spend on staff accommodation, and report to the PD for HMRC purposes.

8. Additional Responsibilities

- To produce and be part of the Premises on-call rota.

- Any other duties as reasonably requested from time to time.
- This list of tasks and responsibilities is not exhaustive, the post holder may undertake other duties as required.

Person Specification

- Knowledge and experience of working within the construction, building and maintenance industry
- Experience of construction management
- Experience of managing a help desk with CAFM function
- Prior Experience of managing a large Premises team or equivalent
- Proven track record of strong communication and building professional relationships.
- Relevant Health & Safety qualifications such as IOSH
- Excel and Microsoft experience
- Problem solver & ability to make decisions based on customer service and cost
- Organised, ability to prioritise and work under pressure
- Be target orientated

Working Relationships:

The OM will have strong 'day to day' working relationships with all key King's stakeholders.

Hours of Work

Monday to Friday 08:00 to 16.30 and, in addition, such hours as from time to time required to fulfil the duties of the post.

Salary

£55,232.71 per annum.

Benefits

- Gold membership at The King's School Sports Centre
- Enhanced employer pension contributions up to 10%
- Employee Assistance Programme
- Life Assurance
- Cycle to Work Scheme
- Free meals during term time
- In house training and CPD opportunities
- 25 days holiday plus statutory public holidays and 2 Bursar days

Training

The OM is encouraged to undergo training relevant to their responsibilities and such training may be residential. The cost of training and reasonable expenses which must be approved in advance by the PD.



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Child protection

The postholder is expected to demonstrate an understanding of and commitment to, the safeguarding and welfare of children and young people. The school has clear safeguarding and Child Protection policies and procedures in place which the postholder must comply with at all times.

March 2026