

Job Description: Operations Manager

Reporting to:	Principal
Contract:	Full Time, Permanent
Salary:	Ark Support Band 11 £42,489 - £49,583 dependent on experience

The Role

To provide the overall operational leadership and management for all aspects of HR, IT, catering, administration, premises management, lettings, security and operations support at Oval.

To develop, lead and manage operational staff ensuring that resources are used effectively at Ark Oval.

To work with Ark Central and other academies in the Ark network, particularly those in the London Primary hub, to develop high quality systems and services throughout the network, offering support where required.

Key Responsibilities

HR

- To line manage the HR service, working collaboratively with Oval's People Business Partner and Centralised People support service
- To work with the HR Lead to ensure the HR Information System and payroll information to ensure that electronic employee records are accurate and up to date and meet Ofsted standards.
- To oversee an accurate and up-to-date Single Central Register (SCR) in accordance with the Keeping Children Safe in Education Regulations and Ofsted guidance
- Ensure the co-ordination of the staff induction process and ensure the probation process is managed effectively

Administration & Reception

- To line manage the admin team in managing all aspects of reception and administration responsibilities.
- To establish and maintain an effective hospitality and reception service for a wide range of contacts
- To provide oversight of effective administration systems across Oval
- To establish/monitor administrative systems and procedures across Oval and where necessary to train and support staff to ensure that these systems and procedures are properly implemented and effectively controlled
- To ensure Oval complies with Data Protection and Freedom of Information legislation, in conjunction with the Ark Governance Team

Premises Management, Security, Safety & Lettings

- To line manage the premises team in managing all aspects of premises and security, including building maintenance, development of facilities, the Asset Register and health and safety compliance
- To ensure the proactive maintenance programs function effectively and within budget

- To ensure appropriate reporting, monitoring and control systems (such as the Every system) relating to Oval's internal building fabric and furniture, including the production and maintenance of an Asset Register
- To be responsible for the management of security, during the school day and during any community use/lettings
- To ensure the school complies with relevant statutory legislation e.g. Fire and Health & Safety etc.
- Working with the Regional Facilities Manager to manage building projects, ensuring delivery within scope, time and budget
- To manage cleaning staff/contract, ensuring that all cleaning duties are efficiently and thoroughly covered
- To oversee the lettings provision of Ark Oval, ensuring that access is appropriate, that facilities are used safely and that no damages are incurred; to be the point of contact for individuals/groups letting areas of the premises and ensure that staff coverage during lettings is adequate
- To support the leadership team in developing the strategic approach for lettings and community links

IT

- To manage the service and contract/ SLA delivery for IT support in conjunction with Ark Central IT team
- To ensure all IT assets are security-marked and maintained, through management of the IT service provider
- To have oversight of IT technicians on site, the work they do and the priorities they set
- To ensure that safeguarding is the top priority with regard to IT usage

Catering

- To manage the Catering Manager/ Catering contract, as applicable, in managing all aspects of catering service
- To ensure the effectiveness, quality of provision and value for money

Finance

- To establish and keep updated computer-based financial and management accounting systems (PS financials).
- To ensure the effective implementation and operation of financial controls
- To ensure prompt and efficient completion of monthly, quarterly and annual returns, as required by the Governing Body, Ark and by outside bodies including LGPS, TPS, HMRC.
- To be a budget holder for operational areas of the budget, ensuring that spend is managed in line with approved budgets
- Input into termly forecast/ budgeting process, analysing and reviewing strategic plans for Oval's operational areas
- Support the regional finance team to ensure that in-school processes, as applicable, are implemented and followed
- To monitor service level agreements, contracts to monitor effectiveness of delivery and value for money

Staff Management & Teamwork

- To manage all designated staff to ensure they are motivated, have high levels of commitment and productivity and perform well in their roles
- To lead on and be an active participant in the Oval's performance management processes for operational staff, which will include an annual review and regular review of roles and responsibilities in the interest of Oval's needs
- To arrange or deliver training for the Operations Team

Other

- Carry out other reasonable tasks as directed by the Principal

Person Specification: Operations Manager

Qualification Criteria

- Educated to degree level or equivalent desirable.
- Professional management/HR qualification desirable.
- A record of Continuing Professional Development activities.
- Right to work in the UK.

Knowledge, Skills and Experience

- Experience of people management.
- Experience of HR and payroll administration desirable
- Knowledge and experience of management systems.
- Experience of managing budgets.
- Experience of working with a range of internal and external stakeholders and partners.
- Knowledge and experience of managing procurement, contracts for services, health and safety etc.
- Experience of implementing procedures and processes within operational departments.

Personal Characteristics

- Genuine passion for and a belief in the potential of every student.
- Strong alignment with Ark's mission.
- Strong organisational and planning skills.
- Strong people management skills, with highly developed interpersonal and motivational skills.
- Excellent written and oral communication skills.
- Ability to influence and participate in Ark Oval management processes.
- Ability to prioritise and manage conflicting demands.
- Proactive and innovative demonstrable approach to work.
- Strong organisational, project management and planning skills.
- Demonstrates an innovative and proactive approach to work.
- Evidence of well-developed IT skills.
- Exercises sound judgment, especially relating to confidentiality and discretion.

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training

- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).