



PLYMSTOCK SCHOOL JOB DESCRIPTION



Job Title:	Operations Manager
Location:	Across the Trust (based at Plymstock School)
Grade:	Plymouth Grade H
Hours:	Full-time, 52 weeks per year Required to work such hours as necessary to meet the demands of the role with a minimum number of hours to be worked of 37 hours per week.
Reports to:	Headteacher (or another delegated senior leader)
Responsible for:	Premises Manager, Network Manager, HR Manager, Community Sports Centre Manager, Catering Manager, Office Manager, Admin and MTA Teams
Key working relationships with:	School Business Accountant, Trust and School HR Team, WeST Estates Director, WeST Building Surveyor, West ICT Strategic Manager, WeST Health and Safety Manager

Job Purpose

The Operations Manager will have strong organisational and people management skills, prioritising and managing their own workload and that of their teams well. The Operations Manager will use their excellent interpersonal skills to maintain a calm and professional manner in the face of many demands across the school. Promoting the highest standards of business ethos, the post holder will develop and implement management processes which optimise the effective use of resources, systems and structures to enable the delivery of the school's core purpose of Teaching and Learning.

Reporting directly to the Headteacher, the Operations is one of the school's leading support staff professionals, working as part of the Senior Leadership Team to assist the Headteacher in his duty, whilst working with wider Trust colleagues to ensure alignment with WeST strategy. They are responsible for the development and implementation of management processes to support the delivery of the School's learning objectives.

The post holder will lead and manage the School's day-to-day resources, which includes; its facility, property, health and safety, ICT, catering, and other administrative services. They will manage all aspects of the resources in these areas, from the people, diverse projects, preparation of management information and monitoring of performance against targets.

Job Description

Leadership and Strategy

1. Work with the Senior Leadership Team, key Trust colleagues and the Governing Body, attending meetings to provide advice, guidance, information and leadership

which supports the School's aims and objectives, aligns with the WeST Strategic Plan and contributes constructively to School and Trust improvement planning.

2. Undertake school-based strategic planning and provide advice to the Headteacher, Senior Leadership Team and Governing body on the most efficient and effective use of School resources.
3. Lead on the operational implementation of strategic development projects for the School as directed by the Headteacher. Review and analyse detailed reports and information.
4. Attend and lead meetings both on a senior leadership level, and throughout the whole School as required, including Governance.
5. Ensure the effectiveness of School services to maximise the positive impact on teaching and learning, safeguarding of children and extended services provision. Working in partnership with the Business Accountant, HR Advisor, PA to Headteacher, Office Manager, Catering Manager, and other key stakeholders within the College staffing structure to ensure a cohesive solution focused approach.
6. Develop an on-going customer service focus that promotes the School's values and ethos.
7. Line-manage and support staff in Premises, IT and Community Sports. departments, holding them to account for the delivery of their specific objectives including their professional development and training needs.
8. Line-manage such external service providers' contracts as directed including the delivery of the cleaning provision. Oversee the tendering process, establishing service level agreements, contract management, and renewal processes.
9. Personally undertake, or arrange an appropriate provider for training sessions be delivered across the workforce as applicable.
10. Contribute to decision-making and consultation procedures.

Facility and Premises Management

1. Working with the WeST Estates Director and Health and Safety Manager to oversee the facility and premises function to ensure the School environment is legally compliant and managed safely, effectively and in accordance with the operational needs of the School and all regulatory requirements through both contracted-out and in-house provisions.
2. Ensure that activities are compliant with the Trust's insurance policy and support the operation of insurance arrangements.
3. Ensure that all relevant insurances are correct and up date, and liaise with the insurance company submitting claims, dealing with correspondence and communications.
4. Line-manage the Premises Manager to ensure all School premises and facilities are maintained to a high standard, and operate with maximum efficiency.
5. Ensure a safe School environment for all its stakeholders to provide a secure environment in which due learning processes can be provided.
6. Ensure the School complies with all regulatory requirements in relation to maintaining a safe and secure site including all appropriate inspection and maintenance procedures are undertaken on a timely basis.
7. In conjunction with the WeST Estates Director and Premises Manager, negotiate, monitor, assess and review contractual obligations for outsourced School services including cleaning services.
8. Working with the WeST Estates Director and Building Surveyor to support the Governors and Headteacher in drawing up an estates management plan for the School to include maintenance and development requirements over a ten year cycle.
9. Working with the Premises Manager, the Business Accountant and the Trust Estates Director, to prepare timely reports required for presentation to the Trust's Estates Management Committee including any internal capital bid and delivery of the successful bids.

10. Ensure written and electronic data entries, policies, reports, records, letters and other documentation are completed in an accurate, comprehensive, compliant and timely manner.
11. Work closely with the Headteacher's PA to ensure all high-profile events are well organised and safe.
12. Prepare relevant content for the school's website within area of expertise, to ensure this is up to date, relevant and compliant with legislation.
13. Collate and supply management information for the school and develop systems for monitoring progress against the School Development Plans.
14. Working with the WeST Estates Director to ensure that any agreed site improvements/developments, are effectively implemented, within budget and the agreed timescales.
15. With the support of the WeST Estates Director, act as the nominated contact for the School, monitoring the operational performance of Site/Facilities Management services and attend operational contract meetings, as necessary.
16. Work with key stakeholders in exploring funding access and managing grant applications to support school improvement for the whole School.

Health and Safety

1. In conjunction with the Headteacher, WeST Health and Safety Manager, have delegated responsibility to ensure that Health and Safety Policy is clearly communicated, available to all stakeholders and is appropriately implemented.
2. In conjunction with the Trust Estate's Director, and Premises Manager ensure the health and safety and security of the site and its premises and all those who use it.
3. Ensure that activities are compliant with the school's policies and notify the Headteacher, or relevant other senior leader, of any issues which may impact on the school.
4. Enable regular consultation with people on health and safety issues.
5. Ensure up to date emergency procedures and plans (including a Business Continuity Plan) are in place and communicated to all staff as required.
6. Ensure an up-to-date School Risk Register is maintained. Oversee audits of first aid supplies.
7. Manage and oversee records of fire practices and alarm tests are maintained. Plan, instigate and ensure records of fire practices and alarm tests are maintained.
8. Manage and oversee records of first aid provision to ensure sufficient ratios for the site.
9. Ensure systems are in place to enable the identification of hazards and risk assessments.
10. Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the Senior Team, Governors and where appropriate the Health and Safety Executive (HSE).

Management Information Systems and ICT

1. In conjunction with the ICT Manager, agreeing any new ICT/CCTV installation, including the locations.
2. Ensure the on-going maintenance of ICT/CCTV systems and that monitoring is being undertaken in accordance with policy and the law.

Sports Centre

1. Oversee the efficient and effective commercial operation of the community's use of School premises and other facilities via the report of the Sports Centre Manager.
2. Identify opportunities to promote the services of the Sports Centre including marketing and developing opportunities for income generation.

3. Support the Sports Centre Manager to complete any funding bids to external bodies, for the development of Community Sports facilities.

Other

1. Income generation – research and complete funding bids to external bodies.
2. To engage in professional level development which is consistent with the needs and aspirations of the post-holder and school.
3. To develop collaborative working relationships with other managers and colleagues in the Trust.
4. To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade of the post.

Work Demands

1. Able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.
2. Periods of concentration will be involved to ensure compliance documents and policies are accurate and produced to a high standard.
3. Ability to manage workload and prioritise as necessary.
4. Ensure that strict confidentiality is always maintained.
5. Attend and lead meetings/training and carry out administrative tasks and duties.
6. Contribute to decision-making and consultation procedures.
7. Carry out any other reasonable duties as requested by the Headteacher.
8. Report any safeguarding concerns immediately to a Designated Safeguarding Lead.

The post holder will ensure through professional development that he/she possesses the necessary skills and knowledge to discharge his/her duties. Information which relates to the educational and financial activities of WeST and its academies is confidential. The unauthorised disclosure of such information which would embarrass, harm or prejudice the Trust must not be made to any third party.

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
Qualifications:			
An excellent level of literacy and numeracy	E	✓	
Degree level or demonstrable ability to work at this level	D	✓	
IOSH (Institution of Occupational Safety and Health), or preferably NEBOSH (National Examination Board in Occupational Safety and Health)	D	✓	
Full UK Driving Licence, or willingness to undertake such qualification or access to alternative transport arrangements as required.	D	✓	
Other qualifications relevant to the role	D	✓	
Knowledge and Experience:			
Experience of working in a management position (preferably in a school)	E		
Experience in estate / operations management, including ICT and Health & Safety	E	✓	✓
Experience of overseeing minor capital works from start to finish	D	✓	✓
Experience of managing and developing a multidisciplinary team	E	✓	✓
Experience of planning and managing multiple projects, with a clear commitment to review and monitoring, including evaluation strategies	E	✓	✓
Experience of working within budgets, income generation, procurement and cost control	E	✓	✓
Successful experience of working with a range of stakeholders (e.g. trustees, governors) and an appreciation and understanding of their role	E	✓	✓
Strong IT Skills, with a depth of knowledge across all MS packages.	E	✓	
Skills and Abilities:			
Working effectively and inclusively to achieve a shared agenda with colleagues, customers and stakeholders	E	✓	✓
Problem solving, strategic planning (short term and long term) and organisation	E	✓	✓
Good time management skills, together with a methodical and organised approach to work	E	✓	✓
High standard of written communication, able to write fluently and concisely in an informative manner with a high level of attention to detail e.g. letters, reports	E	✓	✓
Excellent interpersonal skills with the ability to develop	E	✓	✓

successful working relationships and to deal with a range of sensitive and / or contentious situations			
Ability to work under pressure and deliver to specific deadlines	E	✓	✓
Ability to maintain confidentiality	E	✓	✓
Personal Attributes:			
Must be flexible and have the ability to respond to changing or unforeseen circumstances	E	✓	✓
Must be prepared to work outside regular working hours when required including some weekends and evenings	E		✓
Diligent and conscientious and must be proactive	E	✓	✓
Strong customer-oriented approach and awareness of business contexts	E	✓	✓
Must be hands on and prepared to get involved in all areas; A Team player with a 'can-do' attitude.	E	✓	✓
Able to display an awareness, understanding and commitment to the protection and safeguarding of children and vulnerable adults	E		✓
Willingness to identify and engage in training / CPD opportunities	E		✓

Signed

Date