

Head of Operations & Facilities



Internationally British

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The British School in The Netherlands (BSN) is looking for an **inspiring, strong and experienced manager** for our Operations & Facilities department.

We can offer this position on a flexible 4 day week, with the possibility to extend to full time.

About the Role

In this exciting and rewarding role, you will be responsible for the estates, facilities and operations across our multiple sites. This includes asset management, contract management, complex project management, facility management and community services (student transport and school uniforms). You will be line managing our Operations & Facilities Team (comprising of among others a team leader, facility officer, transport officers and a uniform shop assistant) and giving direction to the on-site Concierge teams. You'll be part of the strategy setting Senior Leadership Group and will work closely with the Heads of School and the Central Services departments (Finance, Security, IT, Communications & Admissions and HR). You will report directly to the Chief Operating Officer (COO).

This is a demanding, but incredibly interesting role – an amazing opportunity for a creative, independent and decisive candidate. You bring strong experience in:

- Project managing complex projects;
- Managing the Long-Term Maintenance Plan on all sites;
- Leading and professionalising day-to-day operational support;
- Procuring and managing (facility) contracts;
- Developing innovative learning spaces and co-creating learning and working concepts;
- Managing external maintenance companies, contractors and other facility vendors.

This role provides you with the opportunity to work at the heart of a forward thinking, growing organisation in an exciting stage of development and expansion. We offer competitive salaries, attractive benefits and we recognise that our staff deserve the best network of professional development and support.

You aspire to achieve Operational Excellence. You are an ambitious, driven, friendly person, creative and service-focused. You are a professional who works effectively with other (external) professionals. You have good financial insights and are able to put effective processes in place for your team. You work cohesively with your colleagues in the schools and within Central Services. You speak and write fluently both in Dutch & English.

About You

You have broad-spectrum skills and experience in real estate, facility management and operations, as well as strong communication, organisation, creativity and interpersonal skills. You are a creative and dynamic leader; a big picture thinker and a hands-on implementer. You have excellent communication skills and you have the ability to inspire and motivate all members of the Operations & Facilities team and to deliver projects to completion.

Key Responsibilities

- Strategic long term planning, development and managing of the premises, contracts and projects and contributing to projects initiated by others;
- Preparation of yearly departmental budget (Operational and Capital Expenditures);
- Development and implementation of preventative maintenance for all sites and overseeing the implementation thereof;
- Developing effective relationships with staff across the schools, assessing and responding to their needs, providing them with support resulting in higher standards of the learning environment;
- Advising all sites on the safe use of their facilities (according to Dutch laws and regulations).

Qualifications, Skills & Attributes

We are looking for a candidate with:

- Strong experience in asset management and long-term maintenance of buildings and terrains;
- Demonstrated experience in high level project management;
- Strong financial insights;
- Significant experience in a facility management role;
- Experience in managing multiple sites;
- Proven clear insights into technical matters;
- Experience with implementing security measures (in collaboration with security department);
- Knowledge of (Dutch) Health and Safety regulations;
- An affinity with an educational environment;
- Fluency in Dutch & English, both written and spoken;
- A Bachelor's degree (HBO) or – preferably – a Master's Degree (WO) in Real Estate Management and/or in Facility Management.

Desired But Not Essential

- Experience with procurement of (facility) contracts;
- Experience with designing and implementing concepts for innovative learning spaces;
- Some experience with a Facility Management Information System (FMIS).

About The BSN

The BSN is a leading international school. We are growing and expanding our campuses. Our five campuses house three Junior Schools, two Senior Schools and our Central Services, International Leadership Academy (ILA) and Language Centre. We provide state of the art, inspiring learning environments for 2,500 boys and girls, aged 3-18. Approximately 20% of our student body is British, with 80% coming from over 80+ other countries. We are ambitious and agile organisation – we strive to respond quickly to change and to adjust and to adapt to continue meeting our clients' needs.

It is our goal to respond flexibly to the growing and changing needs of the educational market in The Netherlands. Meeting this goal requires vision. We plan our developments with care and this role offers you the unique opportunity to have a high-level involvement in the project management of our innovative school development.

Leadership Structure

The CEO leads the BSN and each school is led by an experienced Headteacher. Together with the CFO and COO, this 'Board of Management' leads strategic change and school improvement whilst also overseeing operational efficiency and effectiveness. A professionally staffed Central Services provides strong support for school operations and development in the areas of Human Resources, Communications & Admissions, IT, Operations & Facilities, Finance and Security.



Our Offer

- The opportunity to be at the heart of a successful and renowned international organisation;
- The opportunity to make a real difference - to drive and further develop our vision;
- A competitive salary and benefits package;
- Financial support for activities such as sports, music and creative workshops through our Well-being Fund;
- The opportunity to apply for funding to pursue a course or qualification of your own choosing through the Great Programme Fund;
- Professional Development encouragement and support;
- Relocation support, including a settling in allowance and advice, if applicable;
- Life Planning policy offering services and support such as life coaching, financial coaching, translation, dietitian service;
- Workshops on diverse topics, from budgeting and career counselling;
- The opportunity to be based in a truly cosmopolitan and international city, offering sandy beaches, culture, museums, theatre, music and more.

Start date: 1 July 2020

