

# HIGHGATE

Candidate Information Pack

# OPERATIONS MANAGER

Highgate, North London

THE SUNDAY TIMES

SCHOOLS  
GUIDE  
2021

LONDON  
INDEPENDENT  
SECONDARY  
SCHOOL  
OF THE DECADE



# The School

Founded over 450 years ago in 1565 by Sir Roger Cholmeley, Highgate is one of the UK's leading co-educational independent schools for pupils aged 4-18. There are currently in the region of 1,850 pupils split across our Pre-Preparatory School, Junior School and Senior School sites, in conjunction with approximately 600 teaching and support staff. We are proud to be able to claim some of the top academic results across the UK, as well as titles of *Independent School of the Year 2019* and *Independent School of the Year for Social Mobility 2019*. Highgate has recently been named the Sunday Times London Independent School of the Decade by Parent Power, The Sunday Times Schools Guide. *"Ranking in the top 25 independent schools in the UK for its results in the examination hall, Highgate achieves well for its children. But it also makes a difference for many more children beyond its own gates."* Alistair McCall, The Sunday Times.

*Pupils praise the community feel,  
the high energy bustle, the fact  
that everyone finds their niche*

Tatler 2018





# Life At Highgate

## A culture of community, kindness and belonging

Highgate is a different kind of independent school. We are a school whose charitable ethos is an inextricable part of both staff and pupil DNA. Highgate doesn't exist in a bubble, but is connected to, and part of, a community. We have partnerships with over 60 state schools across 7 London boroughs, and, in 2017, Highgate co-founded the free sixth form school, The London Academy of Excellence Tottenham (LAET), with Tottenham Hotspur Football Club as principal business sponsor.

From the Pre-Prep right up to the Sixth Form, we are actively seeking to embed a real sense of belonging at Highgate. Everyone who works and studies with us deserves to feel they are part of an environment that:

- welcomes them
- enables them to be themselves
- understands them
- encourages questioning, self-knowledge, and self-expression
- helps them not just to manage, but to thrive, to discover and pursue their passions, and to develop as individuals and members of a community.

To do this, we are evaluating diversity in our professional, curricular and co-curricular life, exploring how to attract pupils and staff from all backgrounds to work and learn at Highgate and providing opportunities to share our own experiences as well as learning from alternative perspectives. Our work on inclusion at Highgate involves pupils, staff, alumni, parents and carers.

## Charitable work

We remain committed to our original status as an educational charity. Highgate offers a significant number of bursaries to pupils who would otherwise be unable to access our excellent teaching and enriching activities. We are also the principal educational sponsor of the London Academy of Excellence Tottenham, which was opened to provide an academically-selective, well-governed free sixth form in a community where such opportunities were lacking.

Alongside this, our staff and pupils undertake a number of charitable activities throughout the year. These range from staff giving up their time to neighbourhood schools and charitable organisations, to pupils undertaking community work in the local area or further afield. Additionally, we founded the Great Lakes High School in rural Uganda and continue to sponsor it, as it works to become sustainable in its own local community.

Highgate endeavours to be a sustainable school and we support a number of environmentally-friendly local and national initiatives on a daily basis. For example, our staff have embraced our initiative of no longer having single-use cups and, by providing everyone with a re-usable cup, our usage of plastics cups has fallen by 1,000 per week! We also encourage and have been recognised for a number of green transport initiatives.

## Staff wellbeing

Highgate recognises the value of staff wellbeing which we promote by encouraging a strong work-life balance, trying our best to support flexible working requests, providing a nutritious food offering and offering access to sporting facilities including our recently renovated swimming pool. Our ethos is to be a reflective community and we encourage mindfulness throughout our school, for example by offering weekly prayers in our chapel. We also encourage an open culture throughout our school, with our directors having an open-door policy and making use of regular staff surveys.

We also encourage our employees to be continuously engaged in their role by providing opportunities to participate in the wider life of our school, such as taking part in trips or societies and getting involved in partnership projects.



**MALLINSON**  
SPORTS

## Multi-activ

Monday 14 to Friday 18 February 2022

From swimming and arts and crafts to football and dodge ball, our camps offer children non-stop fun! Hot lunch 13-course meal provided.

Activities for children aged 5-15.  
Come and join the fun!

[www.highgateschool.org.uk/mallinson](http://www.highgateschool.org.uk/mallinson)

# BENEFITS

## Location

Our School is located in Highgate Village, adjacent to Hampstead Heath. Highgate is one of the most beautiful and popular areas of North London, appreciated for its green open spaces, quaint shops and easy connections across London. Transport links include good bus routes and the Northern line of the London Underground, meaning central London is just twenty minutes away. This enables a smooth commute to the School, with staff and pupils coming from a wide area.

## Pension

We currently offer a defined benefit (final salary) pension scheme where staff can earn a pensionable benefit of 1/80th of their final salary for each year of membership. Our staff contribution rate is currently 6%.

## Induction, support and personal development

Highgate's induction and support for new staff ensures a smooth transition for all. Throughout your employment, you receive one-to-ones with your line manager to discuss your development and how the School can help you. We encourage our employees to further develop their personal skill set, so frequently help to fund independent study courses. There are also opportunities for secondments or involvement in partnership projects to enhance your own professional practice and knowledge.

## Leisure facilities

Our staff are offered free access, at stipulated times, to our sports facilities, including a fitness suite and swimming pool (recently refurbished). The Mallinson Sports Centre also offers fitness classes at a competitive rate.

## Holidays

Our generous holiday allowance for a full-time member of staff is of 33 days (including bank holidays). Most holidays will be taken during school holiday periods.

## Lunch

A complimentary lunch for all staff is available in our Dining Hall. This includes hot meals, sandwiches, salads, fresh fruit and dessert. A packed lunch may be ordered, if preferred.

## Library

All Highgate staff can borrow books from our collection of 1,700 items, held in our magnificent Sir Martin Gilbert Library, a beautifully restored Victorian building.

## Cycle to Work Scheme and Season Ticket Loan

The Cycle to Work Scheme is a salary-sacrifice arrangement that enables employees to make tax and National Insurance savings when purchasing a bike. Our Transport and Logistics Manager is happy to help staff plan their cycle route to work. Highgate also offers an interest free loan to pay for your season ticket on public transport.

## Family-friendly policies

Highgate appreciates that employees sometimes have family commitments so we try to be as supportive as possible, for example with enhanced maternity pay (8 weeks' full pay, then 10 weeks' half pay) and paid dependant leave.

*Blessed with playing fields and space beyond  
the dreams of other London schools*

Good Schools Guide 2018

# SUMMARY

**Salary:** Circa £28,000 p.a. depending on qualifications, skills and experience

**Reporting to:** General Manager

**Type of position:** Permanent – Full time. Your normal working hours is 40 hours per week. The lunch break is unpaid and does not form part of your working hours.

The Centre operates on a shift system based on the opening hours. The actual times of work will vary according to the needs of the business. You are required to work such hours as deemed necessary and for the proper performance of your duties. You will not be entitled to any further remuneration for any such additional hours worked.

## The Mallinson:

Sport has traditionally held a significant place in the life of Highgate School, and the sports facilities are excellent. The School has extensive playing fields covering some 20 acres with squash, tennis and Eton Fives courts. The Mallinson Sports Centre consists of a large sports hall, a cricket hall, a 25m swimming pool (recently refurbished), squash courts and a weights suite together with a social area, ancillary offices and changing accommodation. The Sports Centre services the needs of the extended school family and the local community as well as those of pupils. During term time the Centre is used exclusively by the School between 8am and 6pm and outside these times and at weekends the community use programme is in place.



# THE ROLE

The main purpose of this post is to provide exceptional and professional operational leadership and management support to the Mallinson Sports Centre.

Working closely with, and deputizing for, the General Manager, this role will primarily be responsible for ensuring the effective day to day operational running of the Mallinson Sports Centre for both school and public use to a high standard and in line with all relevant legislation.

The successful candidate will understand the importance of upholding the School's ethos, the MSC's brand reputation and incorporating and supporting the vision and ethos of the Sport and Exercise (SpEx) Department.

They will need a successful and proven track record in operational management including health and safety and staff management. In addition to this a solid understanding of income generation strategies and commercial activities is essential.



# MAIN RESPONSIBILITIES

- Deputise for the General Manager as required.
- In liaison with the General Manager be responsible for the development and implementation of appropriate operational standards on site and the continuous development and maintenance of external accreditation.
- To manage the daily operation of the Centre, in order to comply with the Health and Safety at Work Act, the Centre's NOP and EAP and to ensure the Centre's operational procedures including safe systems of work are adhered to for both school and public.
- To ensure that all Health and Safety at Work Act regulations are applied and adhered to, and the continuous development and enhancement of the NOP and EAP in the management of public safety.
- Ensure that all concerns of a child safeguarding nature are referred in a timely and appropriate manner in accordance with Highgate Safeguarding Policy.
- To be a member of the Centre's Management Team.
- To plan and implement an effective operational strategy with the General Manager that ensures an efficient and effective service to the Centre's customers that is within the agreed budgets and resources.
- To develop and review yearly maintenance schedules providing for an ongoing rolling maintenance program, minimising equipment down time and maximising operational performance.
- Liaise with the General Manager/ maintenance team on building maintenance.
- To assist members of the Management Team in order to manage, organise and co-ordinate events, camps and courses raising the overall profile of the Centre in relation to income generation.
- Assist the General Manager in developing new business strategies, ensuring the buildings potential is maximised.
- To provide the General Manager with reports on operational performance and assist in the compilation of other Centre reports.
- To co-ordinate all operational matters relating to the efficient and effective running of the Centre and effective financial control of all resources.
- Oversee the development of the Centre's operational program, ensuring the facility is used to its maximum potential.
- To perform effectively all quality related tasks, as outlined in the operational procedures.
- To liaise with the wider school team, contractors and partners to ensure that the Centre receives an informed and effective service with minimum disruption to the Centre and its customers.
- To be responsible for the recruitment, induction, ongoing supervision and training of duty/operational staff, carrying out appraisals, training needs assessments as appropriate.
- To chair relevant Operations meetings and present reports and minutes from these to the General Manager.
- To chair Centre based Health & Safety team meetings.
- To be responsible for maintaining the recreation assistant cover at the Centre, including working regular operational shifts as a key holder and covering annual leave and sickness as required.
- Be a key holder, responsible for the security of the building and its environs, the proper functioning of the alarms and the answering of alarm calls when the Centre is closed.
- Attend staff training and briefings to stay updated and to maintain and retain appropriate job specific qualifications.

# PERSON SPECIFICATION

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Qualifications	<ul style="list-style-type: none"> <li>• First Aid qualification or ability to obtain it within 3 months of start date.</li> <li>• Pool Plant Operator qualification or ability to obtain it within 3 months of start date.</li> <li>• Qualified and experienced National Pool Lifeguard or ability to obtain it within 3 months of start date.</li> <li>• RLSS Trainer Assessor qualification or the ability to obtain it within 6 months of start date.</li> </ul>	<ul style="list-style-type: none"> <li>• Educated and qualified to Level 4 within a leisure or management related field or equivalent.</li> <li>• A relevant H&amp;S qualification (e.g. IOSH) or ability to obtain one.</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Experience of running an operational department, with particular emphasis on resource management, people management, income and budgetary control.</li> <li>• Experience of managing a team including training, development, appraisals, performance management and recruiting staff.</li> <li>• Understanding of relevant health and safety and employment legislation.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the education sector.</li> <li>• Evidence of continued professional development.</li> <li>• A track record of developing &amp; implementing strategy.</li> <li>• Knowledge of child protection and safeguarding policies.</li> </ul>
Skills and Abilities	<ul style="list-style-type: none"> <li>• Excellent verbal, written and presentation communication skills, including the ability to influence and persuade.</li> <li>• Good numerical and written skills.</li> <li>• To be flexible in working arrangements/hours to suit the demands of the position.</li> <li>• Computer Literate, Excel, Word, Microsoft Project.</li> </ul>	
Attitude and Behaviours	<ul style="list-style-type: none"> <li>• To be a role model and consistently set high standards and exceptional customer service, inspiring and demanding the same of the team.</li> <li>• A professional, solutions-focused and proactive 'can-do' approach.</li> <li>• Highly motivated and confident in relation to all aspects of the business.</li> <li>• A team player who can develop and maintain good relationships and gain the confidence of other professionals.</li> <li>• Maintaining a smart appearance at all times.</li> </ul>	



## Child Protection

Highgate is committed to the safeguarding and welfare of children. Applicants must be willing to undergo child protection screening appropriate to this post, including checks with past employers, overseas police check if necessary and the Disclosure and Barring Service.

## Equality, Diversity and Inclusion

Highgate is strongly committed to inclusion and is an equal opportunities employer. We aim to create a welcoming, respectful and safe environment for all members of our community, from every ethnicity, gender, sexual orientation, age, ability/disability, religion and background. We know that more diverse teams are stronger teams, and that the more inclusive we are, the more our staff and pupils will feel a sense of belonging and will thrive. To enable us to make any reasonable adjustments, please let us know what you would require when you submit your application.

## Application Procedure

Applications should be made via Highgate's website:  
[www.highgateschool.org.uk/work-with-us/](http://www.highgateschool.org.uk/work-with-us/)

For any queries please contact:  
Alice Taylor  
HR & Recruitment Officer  
Highgate School  
North Road  
London N6 4AY  
[Recruitment@HighgateSchool.org.uk](mailto:Recruitment@HighgateSchool.org.uk)

**Closing date:** Monday 30 May at midnight. Applications will be considered on receipt, and we reserve the right to close an advert early if we find a suitable candidate.

# To and From

10 minutes by public transport  
10-15 minutes' cycle / 30 minutes' walk

15 minutes by public transport  
20 minutes' cycle / 45+ minutes' walk

20-25 minutes by public transport  
25 minutes' cycle

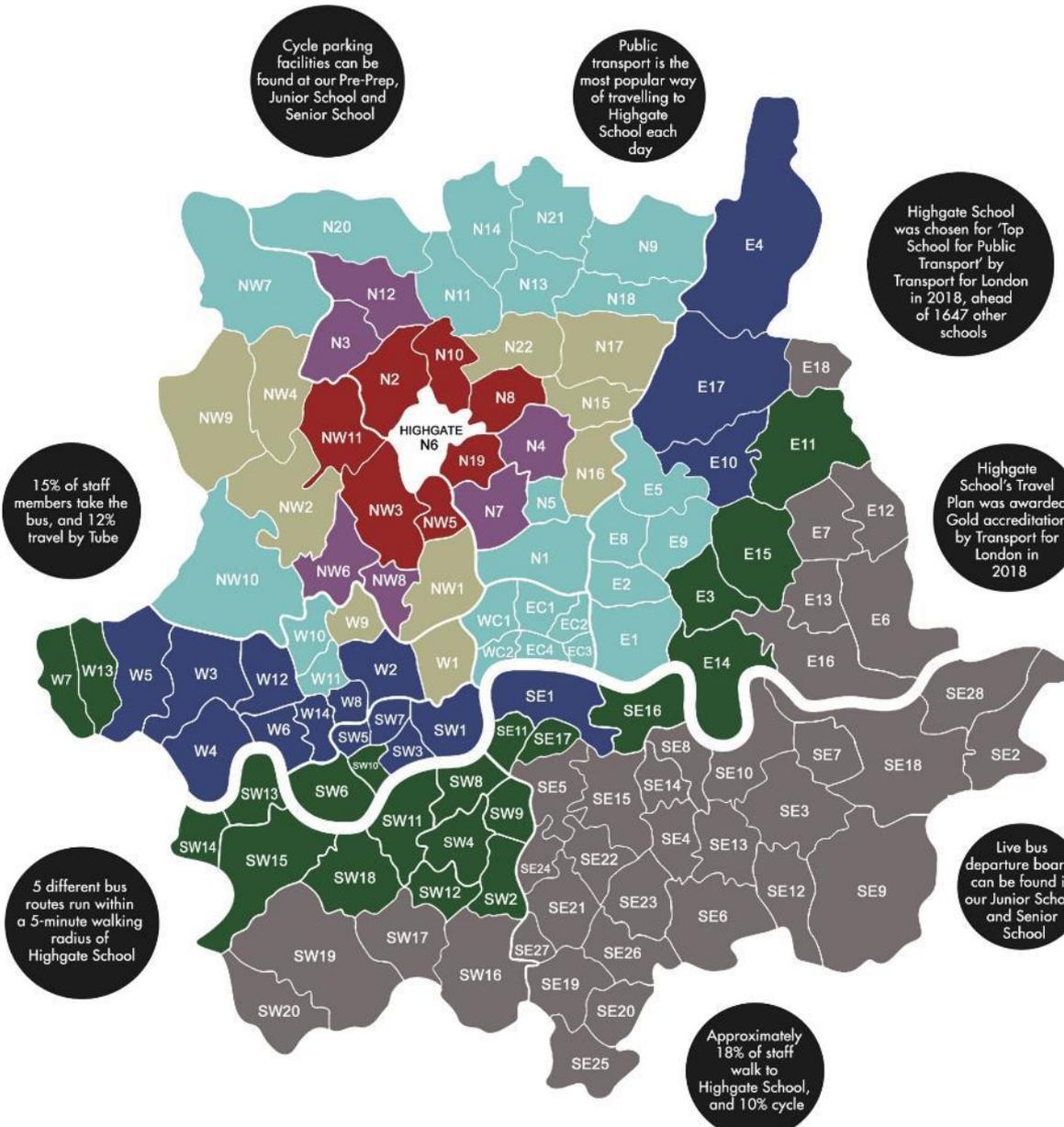
40 minutes by public transport  
25-35 minutes' cycle

45-50 minutes by public transport  
40-50 minutes' cycle

50-60 minutes by public transport  
1+ hours' cycle

1+ hours by public transport  
1+ hours' cycle

*Travel times may vary during peak commuting hours*



Highgate School supports anonymous recruitment. This means we hide your personal, identifying information to remove bias from the hiring process. We encourage applications from candidates who experience barriers and inequity due to their ethnicity, gender identity, physical or mental health, sexuality, and/or socio-economic background.

Please note that this role is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore, you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Shortlisted candidates will be asked to provide details of all unspent convictions and those that would not be filtered, prior to the date of the interview.

This role will not normally involve unsupervised contact with pupils; however in the context of their employment the member of staff will frequently be in the presence of children and will therefore have to have appropriate levels of training in child protection. All members of staff must comply with Highgate's Safeguarding & Welfare Policy which is found on the intranet (Venn and SharePoint). If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety and welfare of our pupils, these concerns must be reported immediately in accordance with the Policy. A copy of this Policy will accompany all offers of employment.

## HIGHGATE

Highgate School  
North Road  
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[recruitment@highgateschool.org.uk](mailto:recruitment@highgateschool.org.uk)