

School Operations Manager Job Description

Department: Operations

Direct Reporting Line: Head of Business Operations

Cover During Absence: Facilities Manager for all non-Finance matters and Principal for Finance matters

Safeguarding Statement

Taaleem is committed to safeguarding and promoting the welfare of children. At Taaleem, we hold ourselves to a high standard of effective practices in relation to child protection, and we are committed to safeguarding and promoting the welfare of children. We expect all staff to share this commitment. Successful applicants will be subject to various background checks including receipt of references, proof of relevant qualifications, identification, and police checks, including overseas checks.

Job Purpose: Oversee, lead and direct all teams in school that deal with site/facilities and operations. Manage all associated areas to maintain high levels of health, safety and security. Support the Principal and Head of Business Operations and Taaleem to develop the business in line with the strategic platforms; Growth, Operational Excellence, Developing our People, Customer Endorsement.

Key Relationships (Internal and External): Principal, HOBO, Heads of Schools, Central Office Finance, Operations & Procurement Departments, Facilities Manager, Accounts, Third Party suppliers, parents, regulatory bodies

Key Accountabilities

Staff Management

- Develop and maintain effective partnerships and engage in positive communication with all staff, senior leaders, HOBO and the Principal.
- Provide leadership for the Facilities Manager and Head of Security. This includes ensuring they adhere to their accountabilities and KPIs, supporting their professional development, conducting appraisals, and addressing performance issues.
- Adhere to the school's policies and procedures and ensure all supervised staff do as well.

Purchasing and Contract Management

- Serve as the lead in receiving deliveries of stock, confirming all goods meet the requirements specified in the orders, and processing signed invoices and delivery notes.

- Provide school based oversight of service related contracts, which includes ensuring providers deliver services per their contract and confirming to Central Office Procurement that all services are rendered as required.
- In collaboration with school staff and Central Office Procurement where applicable, assist in the purchase of local supplies and services as required. Purchases must adhere with the Taaleem Procurement Policy.
- Provide Central Office Procurement with any requested documents in a timely manner to facilitate the payment of any monthly invoices.
- Take responsibility, and support the schools with planning & management of the school budgets, for the proper upkeep of all school furniture, repair & maintenance, fixtures and fittings, and report back to the Head of Business Operations or delegated person over any issues that may require repair and/or replacement so proper funding can be planned/allocated in advance whenever possible.
- AMC management for the cluster, monitor security, cleaning, catering, busses and other relevant contracts for the school to ensure efficiency, effectiveness and value for money. In coordination with Central Office Procurement, prepare any tender documents for renewal or any contract changes including schools enrichment program (ECAs).
- Responsible for the letting of school premises to outside organizations and school staff, and for the development of all school facilities for out of school use with particular reference to the local community and revenue improvement.
- Work in conjunction with the school Facilities Manager, HOBO, Principal, and Central Office Operations on short (immediate), medium (up to and including summer works) and long-term (3-year cycle) maintenance and improvement requirements. This includes creating a rolling program of maintenance comprising of decoration, renovation/upgrades and repairs. In addition, judicious use of the school's maintenance budget for minor repairs as well as regular improvements requires proactively seeking the views and vision of the Principal and Central Office Operations.

Health and Safety

- As lead health and safety officer for the cluster of schools, ensure that all aspects of the school meet / exceed all related requirements stated by Taaleem, government authorities, and the school. Any concerns and/or improvements should be immediately reported to the Principal, the Central Facilities Manager (MEP related matters) and the Head of Procurement and Operational Support (all other matters).
- Support the HOBO and/or their delegate with the administration of the Crisis Management and Reporting protocol if/when required.
- Track accidents and injuries at school. Lead efforts for changes / improvements to any grounds, building, equipment, and/or facilities that may have caused or contributed to accidents or injuries. Report such occurrences and remedies to the Principal, the Head of Procurement and Operational Support, and Central Facilities Manager.
- Ensure adequate and proper signage related to health and safety are in place.
- Ensure effective and safe transportation is provided. This includes school bus transportation and Taaleem drivers as applicable.

- Cluster PPM management and supporting the facilities manager to implement and action a schedule for the schools across the academic year.

Staff Accommodation

- Liaise with the school's HR Advisor and Central Office Procurement and Operational Support section to ensure the preparation, maintenance (if applicable) and departure of staff in Taaleem Provided Accommodation (TPA) meets all requirements. The primary focus is on TPAs outside of Taaleem Residences in Dubai Studio City. Responsibilities, which can be delegated to the school's FM manager to lead, can include:
 - support of preparing units, inspecting units and getting teacher's signature on the inspection checklist
 - cleaning of units at end of tenancies, the changeover of keys
 - submit the final inspection report to Operations Assistant at Central Office with all the payment receipts against utilities which impacts Full and Final Settlements
 - ensuring repairs are adequately performed.
- Familiarize and adhere to the Housing Procedures Document issued by Procurement and Operational Support on all aspects of TPA and the specific roles and timings pertaining to schools.

Compliance

- Ensure that buildings and premises comply with all requirements of the Ministry of Health and Safety Regulations, Municipality, Civil Defense and other Governmental bodies including the education regulator.
- Ensure security, cleaning, and contracted staff such as canteen, clinic, and lifeguards have the correct government documentation in place (i.e. occupational health cards) to be authorised to work in the school. Advise the Central Facilities Manager and address any gaps immediately.
- Be able to provide copies of all facilities maintenance and other school services contracts to authorities as and when required.
- Always be prepared for an inspection from government transportation authorities demonstrating full compliance with government requirements per the Central Office Operations issued checklist.
- Provide reports and fines from government inspections including RTA/DOT and update the bus checklist with any new requests resulting from an inspection to the Central Office Transportation Controller immediately.
- Ensure compliance and implementation with Taaleem policies and procedures, and that other employees are trained in and familiar with relevant policies and procedures including, procurement and health and safety.
- Responsible for regulatory and legal compliance in Operations, and all relevant government authorities.

Energy Conservation

- Report and advise on matters relating to energy use (such as cooling/heating levels throughout the buildings; pool; gymnasium etc.) to the Head of Business Operations and the Central Facilities Manager. Ensure all departments within the school are aware of energy conservation of both energy and water and actively encourage such conservation by serving as the school's conservation lead (e.g. switch off lights, control water and AC).
- Put forward and undertake initiatives that will bring about the reduction in utility bills whilst ensuring the standards of the school are maintained and/or improved.

Key Performance Indicators

- Fines from regulators/authorities for non-compliance in any operational aspect of the school
- Expenditures managed within budget parameters.
- Number and severity of breaches to established operational (including health and safety) protocols per Taaleem and school-based policies and procedures.
- Number of stakeholder complaints and ability to effectively resolve complaints at the school level when reasonably expected.
- Buildings and grounds cleaned and maintained to a high standard monitored through feedback from routine visits from Central Office.

Person Specification:

Education: Industry Related qualification at similar level, Degree, PMP, IOSH, NEBOSH.

Experience: Minimum 3 years' experience in similar role (e.g. facilities, procurement) ideally in an Educational Institution or related service provider Industry.

Competencies: Team management, operations management and compliance experience, working with regulatory bodies, strategic planning and business development, strong IT skills and logistics.

Attributes: Outstanding interpersonal skills and communication skills. Ability to problem solve and support staff with complex issues. Empathic to all staff and supportive to overcome problems that affect personal circumstances. Visionary in terms of the development of systems and structures yet attention to detail on day to day operational tasks.

Acceptance and Approvals

Confirmed by Employee:

Signed:

Date:

Reviewed by Line Manager:

Signed:

Date: