



Operations Assistant Role Outline

Last reviewed: July 2025

Operations Assistant

Role Summary

This role provides operational support to Knowledge Schools Trust Regional Operations Managers and Operations Director.

This position is responsible for supporting the smooth administration and operation of the key support services across all the Trust sites to ensure the local delivery of IT, procurement and site management, and assist in the effective communication to key stakeholders

The role requires a highly developed administrative and organisational skills, outstanding people skills, a passion for efficiency and an attention to detail.

Time Commitment

Term Time Only contract for 37.5 hours per week but the role holder will be expected to be flexible.

Reports to: the KST Director of Operations/Regional Operations Managers

1. Estates Administration

- Ensure that all documentation is stored in the correct folders in Sharepoint including:
 - Accurate registers of all maintenance work carried out on the Trusts sites.
 - Health and Safety documentation eg legionella testing, electrical and gas testing, fire testing
 - Evidence of quotations for work.
 - Pre start meeting notes.
 - Plans and contract definitions
 - Site and IT based audits.
- Supporting Regional Site Managers to ensure that we receive competitive quotes for all works carried out on the Trust sites in compliance with our purchasing policies.
- Maintaining the register of approved suppliers.
- Ensure that annual maintenance reviews are booked in (HVAC, boilers, Fire alarms etc).
- Ensure that asbestos and hazardous substance registers are kept up to date.
- Work with Site Managers/Regional Operations Managers to enable the scheduling of maintenance at our sites.
- Take minutes as requested at any operational meeting in particular estates and Health & Safety meetings.
- Work with the Operations team to ensure that there is a trust wide estates management system.
- Ensure that the asset register is kept up-to date.
- On request, provide data for governors and head teachers.
- Liaise with school administrative staff to ensure data is captured and scheduling is smooth.
- Ensure that we have received all relevant DBS information for contractors.

2. Operational Administration

- Assist the Regional Operations Manager (IT) in liaising with the IT provider to make sure that day to day IT services are managed professionally and issues resolved as swiftly as possible.

- Assist the Regional Operations Manager (H&S) to liaise with external H&S contractors and ensure audits are conducted and documentation shared with Heads and Governors.
- Support the Operations team in delivering administration around the delivery of catering.
- Respond to general operational issues from teachers and other school-based employees on operational matters.
- Ensure that the site tickets are logged and followed up by site team.
- Liaise with the lettings team on any letting related problem.
- Liaise with the communications team on any operational related problem.
- Support the MAT team with administration needs, in particular the Director of Operations and Regional Operations Managers.

3. Other expectations of the Operations Assistant role:

- Adhere to the School and Trust’s Safeguarding Policies.
- Work within the school’s Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Adhere to policies as set out in the governors and staff handbook
- Comply with the Data Protection Act/ GDPR
- Undertake other reasonable duties related to the job purpose required from time to time.

4. Review and Amendment

This role outline is not definitive and will be subject to regular review and should be seen as enabling rather than restrictive. Other reasonable requests for support may be made by your line manager.

Role outlines are intended as reference documents which identify main responsibilities and activities.

This Job Description may be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time in consultation with you. It may include other tasks reasonably requested and agreed with your Line Manager.

Signed: Date:

Signed: Director of Operations



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