



OCTAVIA HOUSE

Sector-Leading Therapeutic Schools

JOB DESCRIPTION OPERATIONS PARTNER

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| JOB ROLE | Operations Partner |
| PEOPLE MANAGER | Chief Operations Officer (COO) |
| LOCATION | Edinburgh House & across all OHS sites |

- This job description should be considered as guidance and is not exhaustive.
- It may be amended at any time following discussion between the People Manager and colleague and may be reviewed as part of the performance review process.
- The postholder may be required to undertake other duties as reasonably required by their People Manager or any member of the OHS Leadership Team.
- All posts are subject to Enhanced DBS checks in addition to a range of other vetting checks as per the latest statutory safeguarding guidance.
- As the needs of the business can change rapidly this role will change accordingly, therefore this document should be viewed as guidelines which are subject to change.

OVERVIEW

This role will lead on managing quality and compliance operational functions, including school data and performance quality, health and safety administration, compliance paperwork, planned preventative maintenance management, contractor coordination, day-to-day estates oversight, IT infrastructure, cyber security, data protection, and Environment, Social and Governance (ESG) related matters.

These functions are critical and the Operations Partner will allow operational responsibilities to be delegated appropriately, enabling the OHS Leadership Team to focus on strategic priorities such as project delivery, pre-registration processes, school openings, growth planning, stakeholder engagement, and operational scalability.

KEY RESPONSIBILITIES

Estate Management & Compliance

- Oversee the maintenance, operation, and security of all OHS school buildings and facilities, ensuring safety and compliance at all times – this includes the management of the sites' PPM alongside the Facilities Team.
- Support the COO in developing and implementing estates-related Health & Safety policy and procedures.
- Ensure that safety systems (fire, water, electrical, mechanical, etc.) are routinely tested, serviced, and certified by the Facilities Team.
- Work on internal "nice to have" projects alongside COO and the Facilities Team.
- Support the COO and work with the Facilities Team in ensuring the estate meets all statutory, regulatory, H&S requirements (including ISS Parts 3 and 5), by maintaining and monitoring compliance documentation.
- Ensure appropriate site risk assessments, audits, and maintenance records are accurate, and accessible.
- Provide regular estates and compliance updates to the COO and contribute to board-level reporting as required.

Capital Projects & New Developments

- Work collaboratively with COO and the external project team to deliver new sites and refurbishment projects to industry and regulatory standards.
- Contribute to the scoping, planning, and oversight of new premises projects, ensuring new PPM cycles set up.
- Monitor site handovers and snagging processes to ensure operational readiness.

School Operations

- Support the COO with DfE applications, and in ensuring that all compliance aspects are met.
- Support audits, inspections, and responses to regulatory or compliance queries.
- Proactively maintain and update the risk register, and ensure that the school operational aspects are consistently safe.

Information Technology (Cyber, Infrastructure & Data Protection)

- Strengthen OHS's cyber security arrangements, including technical controls, user awareness, risk management and incident response.
- Support the ongoing development of cyber resilience, including compliance, monitoring, vulnerability management and implementation of best practice.
- Maintain and develop the organisation's IT infrastructure, including networks, hardware, software, telephony, Wi-Fi, servers, backups and business continuity arrangements.
- Maintain an accurate and up-to-date IT asset management process, including the IT asset list, lifecycle management, warranties, licensing and equipment allocation.
- Support and maintain the organisation's data protection framework, including GDPR compliance, policies, data handling, records management and staff awareness.
- Develop and monitor information governance processes, including data protection documentation, audits, retention, subject access requests and breach management
- Carry out compliance onboarding for new joiners and ensure the provision of annual training of colleagues in line with best practice and legislation.
- Ensure that all aspects of the work undertaken are kept confidential at all times.

OHS BEHAVIOURS

We expect all OHS colleagues to demonstrate the following behaviours at all times towards pupils, colleagues and families: accountable, adaptable, collaborative, communicative, creative, empathetic, proactive, resilient.



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**PERSON SPECIFICATION
OPERATIONS PARTNER**

SKILLS, TRAITS, KNOWLEDGE & UNDERSTANDING

- Strong verbal and written communications with the ability to produce documents and presentations appropriate for different audiences
- Applies an analytical and methodical approach to problem-solve operational issues. Is adaptable, pragmatic and commercially oriented
- Strong project management skills who displays attention to detail in planning, reviewing documentation and progress updates
- Professionalism and demonstrates to deal with enquiries and to deal with contentious/difficult situations and resolve conflicts
- Creates fit for purpose , which are uncluttered and have health and safety at their core
- Work constructively and collaboratively as part of a team
- Strong ability to manage complex and challenging situations,
- Shows resilience and keeps calm and consistently presents professionalism
- Provide support and advice to leaders with confidence and has the ability to explain complex issues/situations and influences leaders to make good decisions by laying out clear options at all levels

QUALIFICATIONS, TRAINING & EXPERIENCE

- Excellent understanding of HSE and safety regulations
- Secure understanding of construction practices
- Proficient in project and progress update reporting
- Facilities and construction knowledge and experience within a varied environment
- Ability to use IT effectively, to design procedures and to initiate system improvements
- Ability to interact with tact and diplomacy with pupils, families, colleagues and members of the public both face to face and over the telephone
- Understands the need for confidentiality and discretion when required
- Ability to manage own workload, use initiative and deliver against challenging deadlines in a constantly changing and demanding environment
- Good understanding of equality issues affecting pupils, families, colleagues and visitors
- An understanding of pupils with SEMH needs and associated SEND

QUALIFICATIONS/TRAINING/EXPERIENCE

- Significant successful previous experience in facilities/property management (essential)
- Qualifications in facilities management / IT (desirable)
- Experience in the independent special school sector (desirable)