

Operations Assistant

Contract: Permanent

Working Hours: 25-30 hours per week, Term-Time + 4 weeks

Job Purpose	The Operations Assistant (OA) will support the smooth running of school transport, operational administration, and compliance processes across the organisation. The post holder will work closely with the Head of Operations and the Director of Compliance and Operations, to ensure that non-academic services operate efficiently, safely, and to a high standard.
Reporting to	Director of Compliance and Operations
Key Responsibilities	<p>Transport Operations Support</p> <ul style="list-style-type: none"> • Working in partnership with the Head of Operations to ensure the safe, reliable, and efficient delivery of pupil transport services • Act as the first point of contact for all transport enquiries from parents and staff • Review pupil attendance and update transport registers accurately on a daily basis • Prepare and update the weekly transport register • Plan weekly route requirements and communicate changes, including issuing the weekly transport email and providing daily updates as required • Maintain up-to-date knowledge of relevant transport legislation, standards, and guidance • Liaise with minibuss drivers, coach operators, parents, and internal teams to plan routes, adjust journeys, and maintain optimal capacity • Escalate parental feedback and transport-related complaints to the Head of Operations • Support the planning, scheduling, and timetabling of routes at the start and end of each term • Ensure all school transport services are safe, secure, and cost-effective • Work with Admissions, Finance, Marketing, Health & Safety, and Compliance colleagues to maintain safe and high-quality transport service

- Assist in the recruitment, onboarding, and coordination of minibus drivers
- Address and record incidents of misbehaviour by pupils or drivers in line with school procedures
- Ensure Section 19 permits are current, correctly displayed, and compliant

Administrative and Operational Support

- Providing high-quality administrative support to the Director of Compliance & Operations
- Provide day-to-day administrative support, including diary coordination, meeting preparation, and general correspondence
- Prepare agendas, take minutes, and circulate actions for internal meetings
- Maintain accurate and compliant digital filing systems
- Support coordination of Subject Access Requests, Panel Hearings, and similar formal processes
- Maintain operational trackers, logs, and spreadsheets
- Monitor project timelines and ensure deadlines are met
- Collate and present data for reports, presentations, and operational reviews
- Support audits, inspections, and evaluations by gathering evidence and preparing documentation
- Carry out routine compliance checks and follow-up actions
- Help implement new operational processes, workflow improvements, and system changes
- Perform basic research to support compliance or operational projects
- Ensure all documents meet organisational standards and branding requirements

Contract, Supplier & Compliance Administration

- Supporting efficient management of contracts, leases, procurement, and supplier performance
- Maintain a centralised register of all contracts, service agreements, and leases

	<ul style="list-style-type: none"> • Collate, file, and manage contract documents, amendments, and versions in line with compliance expectations • Monitor key contract dates, renewal points, notice periods, and break clauses, ensuring timely alerts are issued • Track deadlines for statutory submissions, audits, policy renewals, and compliance returns • Maintain central logs including incidents, complaints, risk registers, and contract records • Gather competitive quotes for goods and services following procurement procedures • Prepare cost comparison summaries and value-for-money assessments • Maintain records of quotes, pricing tables, and procurement documentation • Conduct market research to identify alternative suppliers or service improvements • Assist in reviewing service scope, contract terms, and supplier performance data • Support contract-related audits or internal reviews
<p>Person Specification</p>	<ul style="list-style-type: none"> • To perform the duties and responsibilities of the post, in accordance with the Trust's Health and Safety Policy and relevant Health and Safety Guidance and Legislation • To observe strict confidentiality in all aspects of the role in accordance with the Data Protection Act 1998 • At all times to carry out the responsibilities of the post with due regard to the school's Equal Opportunities policy • To undertake additional projects as required including supporting the development of new business opportunities • To actively promote the safeguarding of children and colleagues • To effectively use a range of IT packages as required to perform the duties of the post in the most efficient and effective manner • To be proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and competent in the

	<p>use of the School's Management Information System and other ICT programmes/tools</p> <ul style="list-style-type: none"> • To undertake training and continuous professional development as appropriate and remain up to date with the relevant legislation, policies, resources and technology • This is a newly established role, and as such the scope and key responsibilities may evolve in line with organisational needs • To undertake other duties appropriate to the post that may be required from time to time
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Review and Amendment

This job description should be seen as enabling rather than restrictive and will be subject to regular review. It may be adapted to best fit the skills and needs of the appointed candidate.

Crosfields School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This post is exempt from the Rehabilitation of Offenders Act (ROA) 1974. For further information, please see here [Guidance on the Rehabilitation of Offenders Act 1974](#).

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal practice for the School to ask for original qualifications and professional membership documents to be presented at interview as detailed on the application form.

Crosfields School is committed to safeguarding and promoting the welfare of children and young people and applicants must be willing to undergo child protection screening, including checks with past employers, online checks and the Disclosure and Barring Service. Further information on our recruitment processes can be found on our website: [Crosfields School Recruitment Policy](#).