

Job Description: School Operations Officer

Reports to: The Executive Principal/Executive Principal

Pay Scale: United Learning Support Staff Band 3

Working hours: 37.5/52 weeks

Job Purpose:

The School Operations Officer plays a key role in ensuring the smooth day-to-day running of all non-teaching operations. Working closely with the Executive Principal and senior leadership team, the post holder is responsible for the coordination of support services including administration, compliance, data management, and internal communications. They will act as a key point of contact for operational matters and ensure that the school runs efficiently and effectively in support of student learning.

Key Responsibilities:

Leadership & Office Management:

- Lead the daily operations of the school office and reception to ensure a professional and welcoming environment for all stakeholders.
- Line-manage and support a small team of administrative staff, coordinating workloads and ensuring timely task completion.
- Promote and embed a customer-focused approach across all support services.

Senior Leadership Support:

- Provide high-level administrative support to the Executive Principal and Senior Leadership Team (SLT), including diary management, correspondence, and meeting coordination.
- Attend SLT and other strategic meetings as required; prepare agendas, take minutes, and track action points.
- Act as a central communications hub for internal messaging and dissemination of key information to staff and stakeholders.

Compliance & Data Management:

- Act as the local GDPR and Data Protection lead, ensuring compliance with legal and regulatory requirements.
- Maintain and oversee manual and electronic record systems, including the school MIS (e.g., SIMS, Arbor), ensuring accuracy and data integrity.
- Prepare data reports and analyse administrative trends to support operational decision-making.

Health, Safety & Premises Support:

- Liaise with the site and health & safety leads to support statutory compliance and safe school operation.
- Oversee health & safety administration and manage visitor protocols, contractor checks, and accident logs.
- Maintain high standards of administrative support for premises-related matters including fire drills, risk assessments, and medical records.

Communications, Events & Marketing:

- Oversee the school's calendar and event planning functions, including coordination of parent evenings, internal meetings, and key school events.
- Contribute to the production of school newsletters, website content, and prospectuses in line with the school's marketing strategy.
- Coordinate photographic records of events and ensure timely updates to digital communications platforms.

General Accountabilities:

- Adhere to the professional standards and policies of Coleridge Community College and United Learning.
- Maintain a commitment to equality, inclusion, and safeguarding the welfare of children and young people.
- Take responsibility for personal professional development and participate in relevant training as required.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

This job description will be reviewed and updated periodically to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

Person Specification:

	Essential	Desirable
EDUCATION/QUALIFICATIONS		

Educated to degree level or equivalent.	✓	
Business management qualification or other relevant qualification.	✓	
A record of Continuing Professional Development activities.	✓	
KNOWLEDGE AND EXPERIENCE		
Well-developed ICT skills, including in the use of Microsoft office suite.	✓	
Experience delivering change management programmes.	✓	
Experience delivering on multiple projects.	✓	
Experience of education administration systems.		✓
Experience working with a range of internal and external stakeholders.	✓	
Extensive experience managing and motivating staff with proven ability to create a united and highly effective team and the ability to lead and motivate staff within a performance management framework.	✓	
Experience of having contributed to policy and structure formulation, implementation, evaluation and review.		✓
SKILLS, BEHAVIOUR AND QUALITIES		
A vision that is aligned with United Learning's high aspirations and high expectations of self and others.	✓	
A confident and forensic use of data to diagnose weaknesses that need addressing and the ability to effectively action plan to raise performance.	✓	
An effective leadership and management style that encourages participation, innovation and develops colleagues' confidence.	✓	
Strong interpersonal, written and oral communication skills.	✓	
Strong organisational and time-management skills and the ability to delegate appropriately.	✓	
The ability to skillfully manage and maintain effective working relationships with parents, governors, community members, external agencies, and other stakeholders.	✓	
Confidence and self-motivation.	✓	
The ability to work well under pressure and manage conflicting demands.	✓	
Flexibility and willingness to be adaptable.	✓	