



**Ark Victoria
Academy**

Operations Manager

Reporting to:	Executive Principal
Start Date:	September 2024 or before
Location:	Ark Victoria Academy, Talbot Way, Small Heath, Birmingham, B10 0HJ
Contract:	Permanent
Working Pattern:	40 hours per week (annualised hours, term-time only plus two weeks to be worked in the holidays – 41 weeks in total)
Working Hours:	7:30am – 4:00pm Monday – Friday, term time only plus two weeks
Salary:	Ark Support Pay Scale Grade 11, points 33 – 40 (£41,418 - £48,474 p/a)
Closing Date:	26th February 2024 at 11:00am
Interviews:	Week commencing 26th February 2024

We are seeking an experienced and professional Operations Manager to join and lead our diverse Operational team. You will provide the overall strategic and operational leadership and management for all aspects of Administration, Facilities, Catering, IT, Community Usage, and operations support in the academy. You will support the Executive Principal in her leadership of HR. You will develop, lead and manage operational staff, ensuring the resources and systems of the academy are deployed effectively and efficiently to achieve the educational aims of the academy.

You will be an integral member of the school's Senior Leadership Team, supporting the Executive Principal, Primary Headteacher and the Heads of School.

The successful candidate will:

- be experienced in operational leadership within an educational setting
- have knowledge and experience of managing procurement, contracts for services, health and safety
- have experience of implementing procedures and processes within operational departments

If you are ready to join and add further value to our brilliant school leadership team, then you will find this job extremely rewarding.



About Ark Victoria Academy

Aim high, be brave, be kind, keep learning!

Ark Victoria Academy provides pupils with a unique journey in their education through the curriculum, personal development programme, student experience offer and the vast range of opportunities that we are able to provide as an all-through school.

Whilst being a large school, we are able to retain a family feel, to nurture our pupils through their schooling and ensure that they leave us with the skills and qualifications necessary to continue their journey of life-long learning in a university or career of their choice.

It's for this reason that Ark Victoria Academy was judged 'Good' by Ofsted in May 2019, with a strong emphasis on expert subject knowledge from our teachers, strong teaching and leadership and a focus on excellence for our students and staff.

Find out more about us on <https://arkvictoria.org/>

Why work for our school?

Hear what our teachers have to say about working at Ark Victoria Academy:

<https://arkvictoria.org/jobs/working-for-us>

- We take CPD seriously, which is why we offer twice the number of training days as standard
- Our school's 'Wellbeing Wednesdays' are a great hit – get in touch to find out more
- Our staff can take advantage of our on-site fitness suite
- Access to Ark Rewards scheme offering up to £1,000 a year in savings from over 3,000 major retailers
- Interest-free loans of up to £5,000 available for season tickets or a bicycles
- Gym discounts offering up to 40% off your local gym

For an informal, conversation about the role please contact HR Manager, Kelly Mubarik on 0121 393 4459 or k.mubarik@arkvictoria.org

How to Apply:

Please visit <https://arkvictoria.org/jobs/vacancies> and submit your application. Please note we will be reviewing applications on an on-going basis and this advert may close earlier than advertised depending on the level of response.



Job Description

Overall

- To deliver operationally in a high-expectations environment so that the principal and other senior leaders can focus on the delivery of a ground-breaking education vision without distraction
- To be responsible for all aspects of Premises, IT, Catering, Reception and Administration support at the academy with the support of the Operations Teams
- To work with Ark Central and other academies in the Ark network, particularly those in the Birmingham hub, to develop high quality systems and services throughout the network, offering support where required

HR

To ensure that the academy is compliant with all the Ark HR policies and procedures

- To manage the HR function of the academy, including the HR Manager and HR Officer, ensuring extremely high quality provision in this department
- Monitor the recruitment procedure to ensure safer recruitment guidance within the Ark Academies 'Appointment Policy' is adhered to
- To ensure that an up-to-date Single Central Record is maintained
- To provide necessary information as and when required from the Ark HR team.

Administration & Reception

- To line manage the Office Manager in managing all aspects of reception and administration responsibilities
- To establish and maintain an effective hospitality and reception service for a wide range of contacts
- To provide oversight of effective administration systems throughout the academy
- To establish administrative systems and procedures for all departments within the academy, and to train and support staff to ensure that these systems and procedures are properly implemented and effectively controlled
- Through the Premises Manager, to have full responsibility for managing and coordinating the academy's transport arrangements, including the maintenance and use of academy-owned vehicles (if applicable)
- To ensure that the academy complies with Data Protection and Freedom of Information legislation, in conjunction with Ark Governance Team

Premises Management, Security and Safety

- To line manage the Premises Manager in managing all aspects of premises management and security, including building maintenance, development of facilities, the Asset Register and health and safety compliance
- To ensure the maintenance programmes function effectively and within budget
- To ensure appropriate reporting, monitoring and control systems relating to the academy's internal building fabric and furniture, including the production and maintenance of an Asset Register
- To be responsible for the management of security, during the school day and during any community use of the academy
- To ensure the school complies with relevant legislation e.g. Fire and Health & Safety
- Working with the Premises Manager to manage building projects, ensuring delivery within scope, time and finance

IT

- To manage the service and contract/ SLA delivery for IT

Ambitious

Resilient

Kind



- To ensure all IT assets are security-marked and maintained, through management of the ICT service provider

Catering

- To line manage the Catering Managers in managing all aspects of catering service
- To ensure effectiveness and quality of provision

Staff Management and Teamwork

- To manage all designated staff to ensure they are motivated, have high levels of commitment and productivity and perform well in their roles
- To lead on and be an active participant in the academy’s performance management processes for operational staff, which will include an annual review and regular review of roles and responsibilities in the interest of the academy’s needs
- To arrange or deliver training for the Operations Team

Academy Ethos and Culture

- Support the school’s SLT in fostering a strong sense of academy community and ethos among both staff and students
- To drive forward change and initiatives which promote regularity, propriety, value for money and best standards
- Promote consistent implementation of behaviour policy and system of rewards and sanctions, characterised by orderly behaviour and caring and respectful relationships
- Act as a positive role model to staff and students.

Other

- To ensure, in relation to all the above responsibilities, that systems for monitoring and reporting are in operation
- To manage operations budgets, with support from the Finance Manager
- To work in collaboration with the HR Business Partner and Head of Estates & Procurement at Ark, and counter-parts in other Ark schools
- To provide necessary information as required from the Ark HR or Estates & Procurement Teams
- To carry out other reasonable tasks from time to time as directed by the Principal

Person Specification

Qualification Criteria

- Educated to degree level or equivalent
- Professional management qualification desirable
- A record of Continuing Professional Development activities
- Right to work in the UK

Knowledge and Experience

- Experience of people management
- Knowledge and experience of management systems
- Experience of managing budgets
- Experience of working with a range of internal and external partners

Ambitious

Resilient

Kind



- Knowledge and experience of managing procurement, contracts for services, health and safety etc.
- Experience of implementing procedures and processes within operational departments

Skills and Abilities

- Strong organisational and planning skills
- Strong people management skills, with highly developed interpersonal and motivational skills
- Ability to ensure confidentiality is maintained at all times
- Excellent written and oral communication skills
- Ability to interpret complex legislation regulations
- Ability to influence and participate in the academy management processes
- Ability to prioritise and manage conflicting demands
- Proactive and innovative demonstrable approach to work
- Strong organisational, project management and planning skills
- Demonstrates an innovative and proactive approach to work
- Evidence of well-developed ICT skills

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all pupils
- Willingness to undertake training
- This post is subject to an enhanced Disclosure and Barring Service check

Ark is committed to safeguarding and promoting the welfare of children and young people in our academies. In order to meet this responsibility, we follow a rigorous selection process which will include questions about safeguarding. This process is outlined [here](#), but can be provided in more detail if requested. All successful candidates will be subject to an enhanced Disclosure and Barring Service check.

Executive Principal

I am delighted and proud to welcome you to Ark Victoria Academy, a family school in the heart of Small Heath. I joined our academy in 2019 and am working hard with our pupils and staff to make sure our school continues to improve. We want to provide an excellent education for each and every one of our pupils.



As Principal, it is my responsibility to create an environment in which your child can become a confident, articulate, resilient and kind young adult. Our curriculum, enrichment programme and student experience days, help ensure our pupils learn, thrive and make progress. We are committed to preparing and supporting our pupils to go on to pursue careers they are passionate about, contributing positively to society and living happy, healthy and fulfilled lives.

Our school community works hard to ensure our values of being **ambitious**, **resilient** and **kind** underpin our work and are upheld by us all.

We know that all children can and will achieve success and our dedicated staff work hard to nurture, support and provide challenge, to make this a reality. We welcome and value the input of carers and parents; together, we work hard to help realise the dreams and ambitions of our children and their families.



Please take a look around our website to find out what we can offer your child. The best way to really understand our school is to experience it. I would love to show you around and answer any questions you may have.

Ms Ela McSorley, Executive Principal

Being part of the Ark network

Ark is an international charity, transforming lives through education. We exist to make sure that every child, regardless of background, has access to a great education and real choices in life. We know that great schools need great teachers, which is why we offer you the very best training and support at every stage of your career - from starting out as a trainee to running your own school.

Our highly-successful network of 37 schools educates over 20,000 students across Birmingham, Hastings, London and Portsmouth. They are achieving some of the best results in the country despite being largely in areas of historic academic underachievement.

Ark schools prioritise six key principles: high expectations; excellent teaching; exemplary behaviour; depth before breadth; more time for learning; knowing every child.

Ark invests significantly in a number of professional development programmes which complement academy level training:

- The Ark training menu: we have developed a bespoke training menu, which is accessible by all staff in the network offering a wide range of training modules to staff in all roles
- Network support: schools share CPD, allowing us to share best practice and role specific training across the network, facilitated by in-school and central staff
- Ark staff receive 10 training days each year rather than five creating time to collaborate with subject specialists within each school and across the network

Ark is at the forefront of changing education society through education. You can read more about how Ark is transforming lives through education [here](#).

Ark Safer Recruitment Procedure

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Disclosure

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.



Reference checking

References from the previous and current employer will be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information.

Probation

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended by up to 10 weeks). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed. It provides the academy with the opportunity to monitor and review the performance of new staff in relation to various areas, but also in terms of their commitment to safeguarding and relationships with pupils.

