

150



1878 - 2028

IPSWICH HIGH SCHOOL



Operations Manager
RECRUITMENT PACK

Welcome



Dear Sir/Madam,

I would like to start by thanking you for your interest in working at Ipswich High School. In addition to the information provided with this advertisement, I wanted to take this opportunity to introduce our school to help further inform your application.

This is an incredibly exciting time to join the school. In recent years, the school has transitioned from a girls' school to coeducational and in September 2019 opened its first boarding house, which has gone on to win a national award for the exceptional quality of the facilities.

I joined the school in January 2023 as Head and have ambitious aims to continue to develop the incredible warm, welcoming, and purposeful atmosphere created by the pupils and staff. The school has a tremendously broad curriculum, and this is further supported by an outstanding co-curricular offering, providing every pupil with over 80 different clubs and activities to fill their nine weekly enrichment sessions. Our on-site facilities include a theatre, indoor 25 metre swimming pool, dance studio, dedicated food and design technology area, multiple outdoor sports facilities, fitness suite and a Sixth Form suite based in Woolverstone Hall.

We are an incredibly supportive community and each individual member of staff at the school contributes to our story and plays a crucial role in ensuring the continued quality of education and experience for our pupils and parents. I am enormously proud of our talented teachers and support staff. Every member of our school has access to support and training to help them develop professionally within their role.

We are now looking for an Operations Manager to help deliver the school's aims and objectives by ensuring the provision of an efficient, high quality and effective site and facilities service, and a safe, pleasant environment for pupils and staff.

I hope that on reading about this position, you will decide to apply. I am sure you will find a truly rewarding and enjoyable journey ahead of you, it is a vital role at a time of exciting developments within the school.

A handwritten signature in black ink, which appears to read 'Dan Browning'.

Mr Dan Browning
Head

The School

Introduction

Ipswich High School is a prominent day and boarding school, for boys and girls from Nursery through to Sixth Form, situated in an idyllic 87-acre campus on the banks of the River Orwell.

Founded in 1878, the school has been at its impressive home near Ipswich since 1992. The school has long enjoyed a high profile across the region and is respected for both its academic success year-on-year, and for its superb pastoral care and unrivalled enrichment activity. With feeder schools spread across East Anglia, the school typically sees its greatest demand for places from the counties of Suffolk, Essex, and Norfolk.

Our Location and Campus

We boast a beautiful 87-acre campus at the Grade I listed Woolverstone Hall. The school's rural setting is just a few miles from the vibrant waterfront town of Ipswich.

Our spacious school campus has superb facilities, including a 350-capacity theatre, ICT suites, a 25m indoor heated swimming pool, Sixth Form suite, six science laboratories, dedicated music rooms and floodlit AstroTurf pitches.

Prep School

Our Prep School is an integral part of our all-through school setting. Alongside our incredible classroom experience we provide specialist teaching from Reception in French, Spanish, Dance and Music.

Senior School

We provide an exceptional education and an unrivalled co-curricular programme which gives our pupils wider opportunities, experiences, and skills beyond the curriculum.

Sixth Form

We offer a one-of-a-kind Sixth Form experience, which sets us apart from other Sixth Forms and provides an inspiring learning environment. Our students achieve some of the top A Level results in the region.

Boarding

The Dairy House and The Barns are our two boarding houses. They have been completely renovated and restored to the highest standards and are located on our school campus, a short walk from Woolverstone Hall.

Overview

- Ages 3 to 18 years
- 520 pupils on roll
- Co-educational
- A day and boarding school

Job Description

Responsible to: The Head

Responsible for: Estates Team: Caretaking, Cleaning, Grounds Maintenance, Events, Lettings, Transport. External Contractor: Catering

Job Purpose: To help deliver the school's aims and objectives by ensuring the provision of an efficient, high quality and effective site and facilities service, and a safe, pleasant environment for staff, pupils and visitors which supports teaching and learning

1. Health and Safety

- To oversee all risk assessments and Health and Safety requirements across the school, and quality assure the process. Ensure compliance with National Minimum Standards for Boarding (NMS) and Independent Schools Inspectorate (ISI standards).
- Ensure that risk assessments and COSHH reports are in place for all relevant hazards and working procedures and ensure that all staff for which responsible are familiar with safe working practices and understand the importance of complying with them.
- Lead the work of building and maintenance contractors on site, to ensure that it is in accordance with specifications, health and safety requirements, and agreed arrangements for minimising disturbance to the school community and neighbours.
- Maintain the asbestos and contractors log and collate annual contractors' documentation.
- Carry out procedures in the event of fire, flood, breaking and entering, accident or major damage in accordance with school policy, ensuring that any event is logged and reported to the Head.
- Maintain waste storage areas and equipment and deal with the disposal of waste in accordance with relevant statutory requirements.
- Completion and review of the annual Estates Team Health & Safety Self Evaluation Form, policies and risk assessments. Ensure all team members are aware, understand and annually read the reviewed policies.
- Organise annual Fire Risk Assessment and Health & Safety Audits. Produce Action Plans to resolve any identified improvements.
- Undertake termly fire drills, maintain records including tests of fire alarms and checks of fire exit routes and fire doors in accordance with statutory and school policy requirements. Reviewing processes regularly.
- Undertake regular lockdown drills and regularly review processes.
- Participate in termly Emergency Response Team meetings.

Job Description

- Ensure the Legionella and Asbestos registers are maintained.
- Overview of caretakers' duties to regularly check:
 - Emergency lighting
 - Fire Break glass
 - Ladders' inventory
 - Gas Tanks
 - Pool operation
- Organise annual PAT and hard wiring testing. Instruct contractors to carry out identified recommendations for hard wiring improvements.
- If a qualified first aider, render emergency first aid to staff, pupils and visitors.
- Arrange, constructively participate and report progress of annual maintenance schedules. Prepare reports as required for the school Health and Safety Committee.

2. Leadership and Management

- Take personal pride in ensuring that the appearance and smooth running of the school premises contribute to a positive image of the school and encourage and direct others as appropriate to do so.
- Recruit, induct, develop, deploy, motivate, and appraise staff for which responsible, to ensure that they have clear expectations of their roles. Monitor absences and performance to ensure that high standards are achieved and maintained.
- Organise duty rotas and daily routines to ensure that caretaking, grounds maintenance and cleaning services are provided consistently, and in accordance with agreed specifications.
- Arrange and lead regular team meetings.
- Ensure that training needs within the estates team are identified, appropriately met, and that all members of staff are active in their own personal and work-related development.
- Ensure lettings are well organised and bring value to the school.
- Attend the weekly Senior School Briefing.
- Work with the Head and Senior Leadership Team (SLT) to develop teamwork and the culture across the school.

Job Description

3. Site Security

- Establish, implement and monitor an effective system for the securing of the premises outside school hours taking into account evening activities, lettings, Open Days etc.
- Ensure all alarm and surveillance systems are operational and tested at specified intervals, taking appropriate action to resolve any defects in the system(s). Keep the Head informed of all incidents concerning false alarms.
- Ensure that intruder alarms are set and all points of entry are properly secured outside school hours, that all entry control systems, locks and catches to external doors and windows are maintained in good working order, and that an efficient system for the recording of keys and entry codes used throughout the building is established and maintained.

4. Premises, Plant and Equipment

- To maintain a 5 year forward maintenance record (FMR) and best manage our assets and proactively plan for continual improvement.
- Ensure that premises and grounds are maintained in accordance with our agreed planned preventative maintenance programme, and that emergency repairs identified in annual inspections are actioned promptly.
- Ensure that all plant and equipment for which responsible is operational and maintained in a safe working condition through a specified programme of regular inspection and planned maintenance.
- Carry out repairs to furniture, equipment and the fabric of the building within what could be considered the capabilities of a competent handyman.
- Monitor the provision of heating, lighting, water, drainage and other services, taking regular readings of all meters, and reacting promptly to failures or hazards, reporting concerns to the Head.
- Ensure that the premises are cleaned in accordance with the standards and methods set out in the school's cleaning specification.
- Take responsibility for the management of the annual budget for site maintenance and cleaning; ensure that, within budget, adequate stores are maintained and that the cleaners and caretakers have the correct materials to undertake their duties.
- Ensure all purchasing is cost-effective and made within the systems and procedures as laid down within the school.

Job Description

5. Transport Management

- Oversee the Transport Manager in managing the bus routes, transport and drivers.
- Advise the Transport Manager, liaising with the Head of Finance, in queries relating to bus routes.
- Assist Head of Finance to undertake annual tenders for external bus operators, also maintain Operators' annual contracts and compliance documentation.
- Be present for daily bus duties, both AM and PM.

6. Communications and Marketing

- Build effective relationships and provide a courteous, friendly service to all stakeholders both internal and external. (E.g. pupils, parents, staff, contractors, Governors, PTA etc).
- Ensure high profile areas such as entrance halls and main circulation areas are kept clear and cleaned/maintained to an excellent standard and ensure that deliveries are distributed to the various locations in the school without undue delay, so that the delivery bay is kept clear.
- Assist during school functions or lettings as required, and prior to school/public relation events (e.g. open days, concerts, tours by visitors) ensure that the school is checked for tidiness, litter etc. and is presented to a high standard.
- Build links locally and nationally to help future establish our brand.
- Be proactive and communicate effectively and professionally with all stakeholders.

7. Monitoring

- Where services are provided by an external contractor (e.g. catering, cleaning, grounds maintenance), monitor standards against specification on a regular basis.

8. General

- Arrange for the portorage of goods, furniture, equipment and other items including errands on behalf of the school.

9. Personal Responsibilities

- Playing a full part in the life of the school community, supporting its distinctive mission and ethos and encouraging staff and pupils to follow this example.
- Actively promoting school policies and procedures.
- Responsibility for own continued professional learning and development.

Job Description

- Compliance with the school's Health & Safety policy, undertaking risk assessments as appropriate.
- Attending meetings scheduled in the school calendar punctually.
- Adhering to the School's Safeguarding Policy.

General Requirements

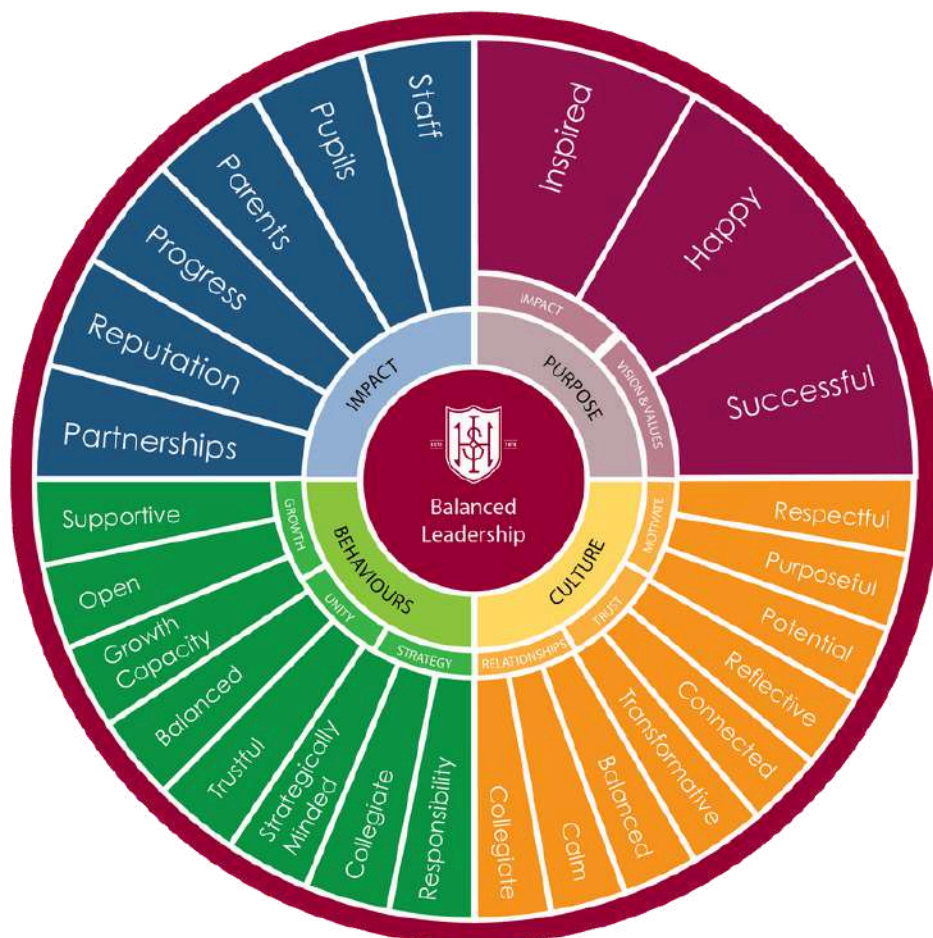
All staff are expected to:

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan.
- Contribute to the school's programme of extra-curricular activities i.e. organising staff to assist with gardening club.
- Support and contribute to the school's responsibility for safeguarding students.
- Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors.
- 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.
- Be a role model based on our values.
- Engage actively in the performance review process.
- Adhere to school policies.
- Attend SLT and IEL board meetings to give updates, as needed.
- Undertake other reasonable duties related to the job purpose required from time to time as directed by the Head or Senior Leadership Team.

Notes

Notes:

- The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
- This job description sets out the main duties associated with the stated purpose of the post. The duties listed above are representative but not exhaustive, and other duties appropriate to the post may be undertaken and should not be excluded simply because they are not itemised.
- This job description should be seen as enabling rather than restrictive. To meet the changing demands of the school, it will be reviewed regularly and may be subject to modification or amendment at any time after consultation with the holder of the post.
- The post holder may be expected to undertake other duties of a similar level/nature, which are considered appropriate to the level of this post but not explicitly mentioned above, at the request of the Head, Senior Leadership Team or line manager
- This job description forms part of the contract of employment. It describes the way the post holder is expected and required to perform and complete their particular duties



PERSON SPECIFICATION: OPERATIONS MANAGER

SKILLS REQUIRED

Excellent organisational and time management skills, with the ability to manage multiple activities simultaneously	Essential
Ability to reconcile priorities and processes, work to tight deadlines and problem solve	Essential
Ability to work effectively both in collaboration with other professionals/ teams and also on own initiative	Essential
Ability to lead and manage staff effectively and sensitively and to lead by example	Essential
Excellent communication and interpersonal skills, particularly employees within the school, governors, parents, contractors, suppliers and others	Essential
Good working knowledge of Microsoft packages e.g Word, Excel, Powerpoint, Outlook etc	Essential
Ability to manage projects from inception to completion, meeting deadlines	Essential
Ability to undertake and write risk assessments	Essential
Full current driving licence	Essential
Handyman skills e.g caretaking, plumbing, carpentry and joinery, painting	Essential

KNOWLEDGE BASE

Knowledge of relevant health and safety requirements	Essential
Knowledge of cleaning techniques and processes	Essential
Knowledge of security and emergency procedures	Essential
Understanding of child protection issues	Essential
Knowledge of routine preventive maintenance	Essential
Knowledge of current UK electrical installation standards	Desirable

QUALIFICATIONS/ATTAINMENT

Educated to GCSE level (or equivalent), including English and Mathematics	Essential
IOSH or NEBOSH health and safety qualification	Desirable
Facilities Management or Estates related qualification	Desirable
A First Aid at Work Qualification or willingness to obtain	Essential

PERSON SPECIFICATION: OPERATIONS MANAGER

EXPERIENCE

Substantial experience of facilities and operational management, preferably in an education context	Essential
Experience of managing staff	Essential
Experience of budget management	Essential
Experience of transport management	Desirable
Experience of supervising contractors	Desirable

PERSONAL QUALITIES

Forward thinking, self-motivated with a positive 'can do' approach to work, efficient, highly organised and confident in working under own direction	Essential
Committed to high standards of customer service	Essential
Enthusiasm, drive and a love for the job.	Essential
Calm and confident under pressure with the ability to employ tact and diplomacy in difficult or sensitive situations with a good sense of humour	Essential
Excellent communication skills, both verbal and written	Essential
Ability to act decisively with the ability to recognise when escalation or authorisation is required	Essential
Willingness to challenge others to produce positive outcomes.	Essential
Uphold high standards of honesty, integrity and reliability, with a professional approach to personal appearance appropriate to the role	Essential
Professional and approachable attitude	Essential
Willingness to learn new skills	Essential
Flexible over working hours according to the needs of the school.	Essential

SAFEGUARDING

Shows a personal commitment to safeguarding and promoting the welfare and rights of young people.	Essential
Appreciates the significance of safeguarding and interprets this for all individual children and young people whatever their circumstances.	Essential
Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	Essential
Can demonstrate an ability to contribute towards a safe environment.	Essential



Our Teaching Ethos

We are renowned for ensuring our pupils are equipped to be so much more than highly skilled at passing exams through our IHS Way. We believe great results are a by-product of an outstanding education, not its sole focus. We do this by providing them with the widest possible range of experiences, both in and outside of the classroom, to broaden their minds and create new opportunities for every pupil to thrive.



Outstanding GCSE and A Level Results

In 2025 the school achieved fantastic GCSE and A Level results.

Across the cohort, the number of GCSE pupils receiving number of grade 9s has double, 60% of pupils achieved grades 9-8, and the number of pupils receiving grades 9-7 has increased by 50%.

Our A Level results are equally as great. We maintained our historic high levels of A*-B pass rates.



Broaden Their Minds

We offer a wide range of 16 GCSE and 22 A Level subjects, as well as the Higher Project Qualification (HPQ) and Extended Project Qualification (EPQ).

Our Enrichment Programme is a fundamental part of school life at Ipswich High School. All our enrichments are designed to widen pupil's experiences, develop their leadership skills, and inspire new passions. The enrichment activities also provide transferable academic, practical and social skills such as leadership, life skills, and knowledge.

University Progression

Our pupils continue on to great things once they complete their education at Ipswich High School.

80% of our pupils achieve their first choice university with 100% achieving either their first or second choice. Students have gone on to Cambridge, Oxford, Imperial College London, UCL, Bristol, Durham, Manchester, Warwick, and Sheffield universities, to name but a few.

Pastoral Care



We are deeply proud of our incredibly supportive, welcoming, and positive atmosphere created by the pupils and staff at Ipswich High School. Our 'small school' feel ensures that every pupil is known and valued as an individual.

We promote an embedded pastoral ethos across the school campus. We have a school nurse in attendance during school hours to provide support in the medical rooms and contributes to the pastoral care of students.

There is a strong pastoral team who work closely with parents to ensure all pupils are fully supported. This is an important aspect of school life and involves the Heads of Year, Deputy of Sixth Form, the tutors and the school nurse. We also have a professional counsellor to meet with pupils individually and offer youth work sessions



Enrichment Programme

In the Senior School, every pupil has 9 clubs per week built into their timetables and this term alone there are over 110 clubs running for those in Years 7-13. This serves as a wonderful opportunity for our pupils to further extend and broaden their talents, skills and knowledge.



Boarding

Award-Winning Boarding

Our Boarding facilities includes the Grade II listed Dairy House, built in 1870 and The Barns. Both Boarding Houses have been completely renovated and restored to the highest standards and offered accommodation for 55 pupils.

Construction on the site was completed in 2021, and it has already won a national BSA Award. We are still actively recruiting to develop a diverse boarding community of both international and domestic boarders from Years 7 to 13

Located in a privileged position on the school campus, we provide a home away from home experience with a full-time Houseparent



Benefits of Employment

Remuneration

- The salary will be commensurate with the experience and qualities of the successful candidate.

School Fees

- A 50% reduction in school fees (pro rata for part time staff) from Reception class onwards.

Development, Health & Pensions

- The school is committed to staff development with an annual review scheme and regular opportunities for professional development
- Teaching staff are provided with a school laptop/iPad
- All staff have day one access to a Pension Scheme. Teachers are eligible to belong to the Teachers' Pension Scheme and Support Staff to a Workplace Pension Scheme
- Corporate Membership at Ipswich Sports Club, with 25% off advertised membership subscription fees

Free Provision & Discounted Services

- Employee benefits platform including 24/7 access to GP services and a vast range of providers offering discounted products
- Free on-site parking
- All staff can swim free of charge on two evenings per week and, at specified times, have free use of the Fitness Suite. Staff will be required to follow the appropriate rules and regulations that apply for the use of these areas
- All staff are eligible to receive a contribution towards an eye test and glasses as required for working with Display Screen Equipment
- Offer of free Microsoft Office software on devices at home while employed at the school

Wellbeing

- Employee Assistance Package offered through staff wellbeing portal, support available online and telephone support
- Free access to 24/7 online GP support
- Free flu vaccination annually
- Free midday meal each day, Monday to Friday, during term-time
- Free tea and coffee for all staff all day
- Newspapers and fruit in staffroom
- Free access to counselling support

SafeGuarding

All appointments will be subject to two satisfactory references, Enhanced Disclosure check by the Disclosure and Barring Service, medical fitness for this role and evidence of identity and qualifications. All the above checks must be completed before beginning work in the school. In the unlikely event of an unsatisfactory report being received following the issuing of a contract, the offer of appointment will be terminated without notice.

We are committed to the safeguarding of children and child protection screening will apply to this post.



Application Process

Mr Browning, our Head would be delighted to welcome potential candidates for a tour of the school before submitting an application.

Please complete an application form and return to our HR Manager, enclosing a cover letter supporting your application.

For further information or to request a tour of the school with our Head, please contact Linda Marsh, HR Manager at:

recruitment@ipswichhighschool.co.uk

Ipswich High School
Woolverstone Hall
Woolverstone Ipswich
IP9 1AZ

Tel: +44 (0) 1473 780201

Web: ipswichhighschool.co.uk





IPSWICH HIGH SCHOOL

WOOLVERSTONE HALL
SUFFOLK, ENGLAND

Find out more

Please visit our website, like us on Facebook or follow us on Twitter or Instagram for more information about the school

www.ipswichhighschool.co.uk

www.facebook.com/ipswichhighschool

www.x.com/ipswichhigh

www.instagram.com/ipswichhighschool