

# Operations & Office Manager

Grade	£38,296 - £41,496 FTE; Grade PO3 (SCP 32-35) Term time only plus 15 days (£35,630 - £38,607 pro rata)
Location	Co-op Academy Leeds
Reports to	Headteacher

## Purpose of role:

- Leadership and management of the Academy's Administration, Facilities and Reception teams.
- Take a leading role in the daily, operational running of a secondary school.
- Support the leadership team in strategic planning, particularly around events and the school calendar.
- Work closely with the Headteacher and Senior Team to ensure the academy is run efficiently and effectively.
- Provide strong professional leadership and management of the Academy's PFI contract and associated communications.
- Work closely with the Finance and HR teams to take responsibility for ensuring that the Academy is a safe and healthy working environment, providing the best possible environment to learn and work. Acting as a main point of contact for our facilities provider.
- To coordinate key academy events, including recruitment days, educational visits and parents' evenings.

## Key accountabilities (and specific duties / responsibilities):

### Academy Administration

- Overall leadership of the Administration teams and receptionist, ensuring they are working effectively and efficiently and providing the best possible support service. Accountable for ensuring team leaders undertake performance management and absence management processes.
- Support team leaders in undertaking absence management procedures, including coaching on holding 'Return to Work' discussions and any formal stage of the processes.
- Role-model strong leadership characteristics to support the development of line managers and their teams.
- Ensure an administration action plan and sufficient staffing are in place for the year and good office procedures/administrative systems are in situ to support the overarching aim of continuous academy improvement.
- Oversight of the academy calendar and ensure the smooth operation of events, including that cover is accurate and sufficient for the safe and effective working of the academy.
- Oversight of pastoral administration systems and communication, including documentation for suspensions and permanent exclusions.

- Support with building the school timetable, alongside administration staff and the Leadership Team.
- Champion communication and widely share briefing notes and other whole school notices
- Support the delivery of Human Resources administration when required, with particular regard to recruitment coordination and the maintenance of the Single Central Record.
- Oversight of the admissions process for the academy and to liaise with the Vice Principal in ensuring that this process is run effectively and efficiently
- Attend Senior Leadership Team, full Governing Body and appropriate Governors' sub-committee meetings as required. This may also include minute taking and distribution of minutes.
- Support with Academy educational visits and EVOLVE administration.

### Managed Services

- To act in the capacity of the PFI champion (liaising with Mitie, attending PFI meetings, following up outstanding issues)
- To monitor provision of service from managed service providers (currently Mitie has responsibility for the fabric of the building although this may extend to other services in the future)
- To liaise with Mitie with regard to any building issues and building development, ensuring quotations are requested and that work is carried out appropriately
- To monitor vandalism reports working with relevant senior leaders to manage any issues arising and with Finance Manager to arrange insurance claims
- To liaise with Mitie on the systems used to ensure that students access lunches e.g. dinner cards/biometric system, as appropriate
- To work with Mitie to ensure that the Academy is operational as far as is safely possible. This includes carrying out relevant risk assessments and inspection of the Academy grounds.
- Liaise with Mitie and Leeds City Council to ensure Variations are properly executed at every stage
- To work with Mitie with regard to the quality control and monitoring of the managed services within the Academy kitchen
- To oversee the management of the site security systems, such as the CCTV.
- To support with the maintenance and operations of the offsite alternative provision

### Health and Safety

- Act as the Academy's Health & Safety 'Competent Person', advising the Principal and other Senior Leaders about the discharge of their responsibilities under the Health & Safety at Work Act 1974 and The Management of Health & Safety at Work Regulations 1999.
- Ensure systems are in place for effective monitoring, measuring and reporting of Health and Safety issues to the Academy Leadership Team, Governors and, where appropriate, the Local Authority and Health & Safety Executive.
- Coordinate statutory Health & Safety Audits and report actions arising to the Trust, Governors and the Academy Leadership Team.
- Ensure the Academy's Health & Safety policy is implemented and available to all people.
- Organize and coordinate regular Fire and Evacuation drills.

- Enable regular consultation with staff, including Union Representatives, students and parents on Health and Safety issues including organizing and chairing of termly Health & Safety Committee meetings.
- Ensure systems are in place to enable the identification of hazards and the completion of risk assessments.
- Act as the Academy's Educational Visits Coordinator (EVC) in accordance with guidance for Educational Visits from the Trust, Local Authority and Principal in conjunction with the Trust's EVC policy. Ensure knowledge and training is updated as appropriate.
- Assess and monitor online documentation to ensure visits are carried out in accordance with Academy and Trust policy.
- Offer guidance on the Academy's health and safety procedures in accordance with Academy policy
- Ensure the day to day health and safety of staff, students, visitors and contractors by designing and implementing effective systems and processes
- Respond to, prioritise and manage day to day health and safety issues
- Work with the Fire service and Mitie to ensure that all appropriate regulations and advice are followed
- Create and implement action planning following risk assessment
- Hold health and safety meetings and disseminate appropriate relevant information. Report to governors as required, liaising with the designated Health & Safety Governor.
- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions
- Be aware of and comply with policies and procedures relating to child protection, inclusion, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Manage the first aider rota in school, including ensuring adequate coverage and that training is all in date.

## Projects

- Undertake operations management projects required by the Academy as necessary and in agreement with the Headteacher.

## General

- Compliance with all school policies and procedures, including the safeguarding and child protection policies and prevent duty.
- Contribute to the smooth operation of the Academy through the duty system.
- Develop positive working relationships with all staff.
- Engage actively in performance management review(s).
- Take part in the Academy's staff development programme by participating in arrangements for further training and professional development.
- Be a visible, proactive presence around the Academy, promoting positive behaviour and ensuring the smooth day-to-day running of the academy.
- Model Co-op Academies Trust's co-operative values and behaviours.

## Continuing Professional Development

- Attend and participate in regular meetings, training and other learning activities as required
- In conjunction with line manager, take responsibility for personal professional development keeping up to date with research and developments related to Academy efficiency which may lead to improvements in the day to day running of the Academy
- Undertake any necessary professional development as identified in the Academy Improvement Plan taking full advantage of any relevant training and development available

This job description will be reviewed as appropriate and may be subject to amendment or modification at any time. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the Academy in relation to the post holder's professional responsibilities and duties.

### Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• GCSE Grade C or equivalent in Maths and English</li> <li>• School Business Manager or similar operations manager qualification</li> <li>• Relevant H&amp;S qualification (i.e. NEBOSH)</li> <li>• Evidence of First Aid, or a willingness to undertake upon appointment.</li> </ul>	<p>Desirable</p> <p>Desirable</p>	<p>A</p>

<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>● Experience of working in a senior role in an office environment</li> <li>● Experience of line management including quality assurance and continued professional development.</li> <li>● Experience of operating within an education or service sector environment.</li> <li>● Experience of conducting risk assessments and H&amp;S inspections.</li> <li>● Experience of coordinating resources and managing schedules</li> <li>● Experience of using systems and data management</li> <li>● Experience of stakeholder management and working with external providers</li> <li>● Confident using academy administrative processes and systems, such as SIMS.</li> <li>● Able to use MS Office programmes to an advanced level (Word, Excel, Powerpoint)</li> <li>● Coordination of Educational Visits including the management of EVOLVE and quality assurance of online documentation.</li> </ul>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>A/I</p>
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<p><b>Skills, Ability, Knowledge</b></p> <ul style="list-style-type: none"> <li>● Ability to build strong working relationships and influence the work of others.</li> <li>● Able to manage staff, using performance management and absence management structures and practices.</li> <li>● Excellent interpersonal skills including oral and written communications and effective listening.</li> <li>● Able to communicate at all levels.</li> <li>● Ability to see the 'bigger picture'.</li> <li>● Ability to coach and develop others.</li> <li>● Contributes ideas and suggestions to the development and improvement of links between the Academy and Trust colleagues, as well as procedures and ways of working.</li> <li>● Ability to balance multiple priorities.</li> <li>● Knowledge of Health &amp; Safety Legislation.</li> <li>● Knowledge of Data Protection Legislation.</li> <li>● Knowledge of contract management and experience of dealing with contractors.</li> </ul>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>A, I, T</p>
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<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>● Committed to understanding and delivering best practice.</li> <li>● Self-motivated and resilient with a positive attitude even if under pressure or when dealing with challenging situations.</li> <li>● Deliver consistently high standards</li> <li>● Humility</li> <li>● Integrity</li> <li>● Team Player</li> <li>● A love of learning</li> <li>● Committed to own and team members professional development.</li> <li>● Commitment to safeguarding and protecting the welfare of children and staff.</li> <li>● Flexible &amp; adaptable to meet the needs of the academy as it develops.</li> </ul>		A/I
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This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.