

Founded 1642



# New Hall School

The Best Start in Life



Appointment of

## Operations Manager

Applications will be considered on a rolling basis  
until midday, Monday 30 January 2023

# Job Description – Operations Manager

Due to School expansion, this is a new middle management post, managing a range of School operations. The role is full time, year-round. The Operations Manager reports to the Head of Estates and is responsible for managing the following areas:

- Catering (externally contracted, currently Chartwells)
- School Cafés (externally contracted, currently Chartwells)
- School Shop (line managing the School Shop Manager)
- Laundry (line managing the Laundry Supervisor)
- Cleaning (line managing the Cleaner Team Leader)
- Transport (line managing the Transport & Security Manager)
- Sport Facilities (line managing the Sport Facilities Manager and working closely with the Director of Sport and Heads of Sport) overseeing the maintenance of Sport facilities

## Key responsibilities include:

### 1. Leadership & Management

- 1.1 to provide leadership to staff involved in the operation of New Hall School, establishing a performance management culture and a commitment to professional and personal development
- 1.2 to create an operating structure which facilitates a strong focus on service excellence, delivery and value for money
- 1.3 to liaise with the Head of Finance to ensure strong budgetary control
- 1.4 to work with the HR Department to ensure effective staff management
- 1.5 to review and to help negotiate contracts in conjunction with the appropriate SLMT members
- 1.6 to ensure termly accommodation checks are conducted

### 2. Catering

- 2.1 to act as the day-to-day point of contact for the Catering General Manager
- 2.2 to ensure the effective delivery of the School's catering provision and to oversee the monitoring of KPIs, in line with the agreed contract
- 2.3 to report directly to the Head of Finance regarding all catering-related matters
- 2.4 to oversee the running of the School's cafés

### 3. School Shop

- 3.1 to line manage the School Shop Manager
- 3.2 to set and agree KPIs for the School Shop Manager, in liaison with the Head of Finance
- 3.3 to review the opening hours of the School Shop and associated staffing levels at different times of the year
- 3.4 to liaise with the School's uniform suppliers (currently Schoolblazer) regarding any uniform related matters

### 4. Laundry

- 4.1 to line manage the Laundry Supervisor
- 4.2 to ensure quality and cost controls of the School Laundry service

### 5. Cleaning

- 5.1 to line manage the Cleaner Team Leader
- 5.2 to ensure quality and cost controls of the School cleaning service

**6. Transport**

- 6.1 to line manage the Transport & Security Manager
- 6.2 to ensure quality and cost controls of School transport
- 6.3 to oversee the Transport contract, and ensure that all services are operational

**7. Sport Facilities**

- 7.1 to line manage the Sport Facilities Manager
- 7.2 to ensure quality and cost controls of the School Sport facilities, including during School holidays

**8. Finance**

- 8.1 to be responsible for the Operations budget, including training costs
- 8.2 to liaise with the Head of Finance to ensure strong budgetary control

All New Hall staff are responsible for promoting and safeguarding the welfare of students at New Hall School by ensuring compliance with the School's Safeguarding & Child Protection Policy at all times. It is a requirement of all staff to report any actual or potential risks to the safety or welfare of students to the Designated Safeguarding Lead.

This document summarises the main responsibilities of the post. All staff are required to undertake whatever else may reasonably be requested by the Principal. All staff are expected to uphold, support and realise the Catholic ethos of the School, as outlined in the Mission & Ethos Statement and Aims of the School. Job Descriptions are subject to annual review.

## Person Specification

This post would suit a candidate seeking career development and opportunities to develop leadership and management skills, in this dynamic and forward-thinking school.

In addition to the below, all candidates should have a clear understanding of and a commitment to the aims of a Catholic independent school and be committed to the values and ethos at the heart of New Hall School as expressed in the Mission & Ethos Statement of the School.

	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>• Five GCSEs at Grade C+/4+, including Mathematics and English (or equivalent qualification)</li> <li>• Degree or other relevant post A Level/BTEC qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Finance or business qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of continuous improvement in work-based processes and procedures</li> <li>• Experience of successfully developing partnership working with key stakeholders within and external to the organisation</li> <li>• Production and realisation of development plans</li> <li>• Experience of managing budgets</li> <li>• Experience of contract management and dealing with contract variations</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in a school or other educational establishment</li> <li>• Experience in managing large-scale lettings e.g. weddings, residential hire</li> <li>• Experience of managing staff</li> </ul>
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Strong communication, organisational and management skills</li> <li>• Data analysis skills</li> <li>• Project management and negotiation skills</li> <li>• Good IT skills</li> <li>• Excellent time management skills</li> <li>• An ability to work under pressure</li> <li>• Basic accounting/finance skills</li> </ul>	
<b>Disposition and personal qualities</b>	<ul style="list-style-type: none"> <li>• An understanding of the importance of promoting and safeguarding the welfare of children</li> <li>• A clear understanding of and a commitment to the aims of a</li> </ul>	

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	<p>Catholic independent boarding &amp; day school</p> <ul style="list-style-type: none"><li>• Initiative</li><li>• Energetic, committed and positive approach</li><li>• Innovative and successful at managing own time and resources</li><li>• Highly customer-focused</li><li>• Ability to motivate others and to build teams</li><li>• Flexibility to adjust to change and development</li></ul>	
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New Hall is committed to increasing the number of staff from ethnic minorities, across all roles and at all levels, to reflect our diverse student population. Applications from practising Catholics are particularly welcome. The Equal Opportunities Policy can be found on the website.

# Salary & Benefits

## Salary

The salary for this post is £45,336pa-£49,478pa (NHC46-50).

## Hours of Work

Your normal hours of work will be 8.00am-6.00pm, Monday to Friday, in term time. Work is required on some evenings and weekends. During the School holidays, the hours of work will typically be 9.00am-4.00pm. You are permitted a one-hour unpaid meal break each day. Support staff generally work an average of 40 hours per week over the course of a calendar year. In view of the seniority of the role, you may be required to work additional hours for the proper performance of your duties. An enhanced salary range and benefits have been included to allow for the times when the working hours are increased. Since this is paid in advance, no further remuneration will be paid. A degree of flexibility is required. All staff are required to attend INSET days. The Operations Manager will be required to work on School Open Days, which take place on the last Saturday in September and the Saturday of the first Bank Holiday weekend in May.

## Holidays

The Operations Manager will be entitled to 35 days' holiday per year, including bank holidays. New Hall closes for two days between Christmas and New Year and for bank holidays; staff must set aside annual holiday entitlement to allow for these closures. All holiday is subject to line manager approval.

## Pension

Subject to meeting the qualifying conditions, support staff are automatically enrolled in the designated stakeholder pension scheme provided by Standard Life. New Hall currently matches employee contributions up to 4%.

## Training

New Hall is committed to professional development of staff and will support further in-service training as required. There are generous INSET and Continuing Professional Development (CPD) budgets.

## School Fee Remission

School fee remission for staff children is granted in accordance with the provision at the time of commencing employment at New Hall. If your child is aged 4-11 and joins New Hall Preparatory Divisions, there is a reduction of one third of the day fees. If your child is aged 11-18 and joins New Hall Senior Divisions, there is a reduction of two thirds of the day fees. There is no staff fee remission for New Hall Nursery/Pre-School (ages 1-4).

## Lunch in Term Time

Currently, all staff are permitted lunch without charge in term time. This is subject to annual review.

## IT Equipment

The Operations Manager will receive a laptop and mobile telephone for use in the delivery of their professional duties.

### **Sport Club Membership**

As an employee, you will be able to make use of an annual membership for the New Hall Sport Club (currently £20pa plus £5pa for family members), with effect from your start date. Membership includes Club time use of:

- 25-metre, 6-lane indoor swimming pool
- 10 floodlit tennis/netball courts
- Fitness Suite, which comprises a range of cardiovascular equipment and free weights
- Athletics track
- 12 golf practice bays

## Senior Leadership & Management Team from 1 January 2023



**Mrs Katherine Jeffrey**  
Principal



**Mrs Lynne Baines**  
Nursery Manager  
DSL, Nursery



**Mr Andrew Fardell**  
Deputy Principal



**Mr Andy Findlow**  
Head of Finance



**Dr Stephanie Foster**  
Head of Sixth Form,  
DSL, Sixth Form



**Mr Stuart Hall**  
Project Manager, Health &  
Safety Officer



**Mrs Alison Hilder**  
Director of Learning &  
Teaching, Acting Head of  
Pre-Prep, DDSL, Prep



**Ms Francesca Martin**  
Head of HR



**Ms Eilidh McIntosh**  
Estate Manager



**Mrs Suzanna Minnis**  
Head of Girls' & Boys' Divisions  
Lead DSL



**Mrs Elizabeth Murphy**  
Executive Assistant &  
Clerk to Governors



**Mr Dominic Neville**  
Vice Principal, DSL,  
Boarding, Co-Curricular



**Mr Julius Sidwell**  
Vice Principal,  
Operations &  
Compliance



**Mrs Rachel Tagoe**  
Head of Pre-Prep Division  
(Maternity Leave),  
DSL, Pre-Prep



**Dr Paul Tiffen**  
Vice Principal,  
Curriculum, Growth &  
Innovation



**Mrs Samantha Twomey**  
Head of Preparatory Division,  
DSL, Prep



**Miss Maria Webb**  
Head of Theology

## Working at New Hall

New Hall provides the opportunity to work in a stunning, Grade I listed historic setting. With a staff of around 300, many of whom consider the School 'home', New Hall offers a fast-paced, varied and rewarding environment in which to work.



*Views of New Hall (above left) and the staff room (above right), located in the main School building*



*Indoor swimming pool (above left) and Fitness Suite (above right), available for staff use*



*Denford Bar & Lounge (above), available for staff use*

# Catering at New Hall

Currently, all staff are provided with lunch without charge in term time. This is an excellent offering from which staff can benefit; lunch consists of a three-course meal, typically including a 'soup of the day' to start, a hot main course (meat and vegetarian options are available), accompanied by a salad bar station with the option of a jacket potato and/or pasta, followed by dessert. Lunch is served daily in the School's Refectory, which offers an indoor and outdoor dining space.

MICHAELMAS LUNCH MENU						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Soup of the Day Freshly Baked Breads	Soup of the Day Freshly Baked Breads	Soup of the Day Freshly Baked Breads	Soup of the Day Freshly Baked Breads	Soup of the Day Freshly Baked Breads	Grilled Turkey Steak with Harissa Spice	
Red Tractor Pork Sausage, Mash and Gravy	Traditional Red Tractor Beef Lasagne	Slow Cooked Pork Shoulder & Apple Sauce	Red Tractor Chicken Supreme with a Rich Gravy	Fish Shop Friday: Sustainable Battered Fish, Breaded Cod, Fish Fingers	Salt and Pepper Squid with Sweet Chilli Sauce	
Gourmet Sausage, Sweet Potato Mash, Onion Gravy	Gnocchi with Tomato and Basil Sauce	Deli Day: With A Selection Of Sliced Meats And Sandwich Fillings	Braised Chilli Beef with Chipotle Sauce	Tuna Niçoise Salad	Mac 'n' Cheese	Sunday Brunch
Vegetarian Sausages with Mash and Gravy	Vegetable Lasagne	Houmous, Guacamole	Plant Based Chilli	Stone baked Cheese & Tomato Pizza	Pico de Gallo (Salsa) / Sour Cream / Grated Cheese	Red Tractor Pork Sausage Crispy Bacon Free Range Eggs Hash Browns Baked Beans Sautéed Mushroom Black Pudding Grilled Tomatoes
Green Beans / Baton Carrots	Penne Pasta, Garlic Bread, Mediterranean Vegetables	Selection of Artisan Breads/Rice	Roasted Maris Piper Potatoes with New Hall Herbs or Rice	Chunky Chips	Rice	
Sweet Potato Mash / Mash Potato	Oven Baked Jacket Potato With a Choice of Fillings	Oven Baked Jacket Potato with a Choice of Fillings	Yorkshire Puddings	Mushy Peas, Garden Peas & Baked Beans	Baby Corn	
Fusilli or Wholemeal Pasta with Tomato Sauce	Salad Bar	Salad Bar	British Carrots / Swede	Oven Baked Jacket Potato with a Choice of Fillings	Salad Bar	
Salad Bar	Orange Drizzle with Caramel Sauce	Chocolate Rice Cake	Penne Pasta / Freshly made Tomato Sauce	Salad Bar	Vanilla Shortbread Traybake	
Chocolate Sponge with Chocolate Custard	Pineapple Fruit Pot	Key Lime Pot	Salad Bar	Lemon Sponge	Yoghurt and Jellies	
Lemon Posset	Yoghurt and Jellies	Yoghurt and Jellies	Peach Shortcake Crumble	Frozen Mango Smoothie		
Yoghurt and Jellies			Banoffee Slice Yoghurt and Jellies	Yoghurt and Jellies		

WEEK 1  
A selection of salads will be available each day.

Example lunch menu (above) for the Michaelmas Term 2022



Lunchtime salad bar and street food station (above), and desserts and roast dinner (below), offered in the School's Refectory





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