



SEDBERGH
SCHOOL
FOUNDED 1525

OPERATIONS DIRECTOR - ISS JOB DESCRIPTION

Job Title: OPERATIONS DIRECTOR - ISS

Responsible to: Course Director

Main Purpose:

The Operations Director, as a key member of the ISS Senior Leadership Team (SLT), will assume responsibility for the smooth day-to-day management of ISS and, together with the Director of Studies (DoS), will be involved with planning and preparation in the months leading up to the course, reporting to the Course Director. The position acts as a visible leader for the course, providing motivation and inspiration for the ISS students and staff. They are also the key liaison with all school-employed support teams and external contractors. The summer school experience is an intense one, and the ability to work under pressure, to manage competing demands and to communicate effectively with, and motivate staff and pupils is essential.

Course Dates: The course in 2026 will run for 4 weeks, and we will require an Operations Director to begin prior to the course start date. If candidates have holidays, weddings, graduations etc booked, they **must** mention this at the interview stage. Time off for such events cannot be guaranteed otherwise. The course is run on the Senior School campus (Sedbergh), with three London trips running throughout the course. See breakdown of dates below (subject to change).

- 18th June: SLT, including Operations Director, arrive on site
- 27th – 30th June 2026: London trip
- 30th June – 8th August: Senior School campus at Sedbergh (staff induction begins on 27th June or 2nd July, depending on contract start date)
- 18th – 21st July: London trip
- 25th – 28th July: London trip

Summer School roles are residential and involve variable hours, including evenings and weekends. Weekly pay reflects both active working hours and periods of standby/on-call duty. Staff receive one full day off per week and reasonable daily rest periods.

The school cannot cover the cost of travelling to and from the school.

Roles and Responsibilities:

- To oversee and manage all logistical aspects of Sedbergh ISS, reporting regularly to the Course Director.
- To line manage the Activity Manager, and ensure all activities have effective Risk Assessments in place and adhere to school policies and expectations throughout the course.
- To liaise regularly with the DoS and ISS Administrator, to ensure all administrative aspects of the summer school adhere to school policies and expectations throughout the course.

- To establish and maintain a positive, welcoming and supportive atmosphere throughout ISS for staff and pupils.
- In conjunction with other SLT members, to prepare and deliver the staff and pupil induction programmes.
- Promote and ensure a thorough understanding of ISS policies and procedures by all staff.
- Ensure all GDPR protocols are met throughout the programme.
- As a member of the SLT, to take joint responsibility for the overall safeguarding standards, safety, welfare and behaviour, including following established disciplinary procedures, of all staff and pupils during their stay and ensure that rules are always abided by and according to the Staff and Pupil Handbooks.
- To take pro-active, positive action to address any issues that arise, and carry out disciplinary procedures if required, following School policies and as outlined in the Staff Handbook.
- In conjunction with the DoS and Activity Manager, to ensure all necessary steps are taken to minimise risk, e.g. risk assessments are carried out, acted on and regularly reviewed, fire drills are carried out regularly in all communal areas and First Aid is always available.
- To be responsible for staff rotas and ensure pupils are adequately supervised 24 hours per day and in line with activity/teaching ratios.
- To ensure that all staff are carrying out their duties to a sufficiently high standard and to manage staff appraisals as appropriate.
- To oversee the quality delivery of all sporting and social activities ensuring each is carried out to the highest of standards, including safety.
- Be the point of regular communication with the School Operations Team to ensure transport, catering, cleaning and laundry are running smoothly, providing feedback and requesting adjustments as necessary, holding providers to the standards set out in the planning months, and informing the Course Director of any issues.
- On an agreed rota basis, to be in possession of the emergency phone out of office hours and during the night.
- To ensure relevant information for staff and pupils is displayed on notice boards.
- Be in daily contact with the Course Director and liaise with parents and agents in an efficient and polite manner.
- Deal with any complaints or grievances from staff, pupils, parents, or agents in a calm and efficient manner.
- Inform the Course Director of all incidents, grievances and accidents and make sure they are logged as soon as possible and certainly within twelve hours.
- Be responsible for overseeing some financial aspects of the running of the course, to include pocket money provision, petty cash, excursions and authorising staff expenses.
- Run student and staff meetings as required and ensure minutes are taken and appropriately stored.
- In conjunction with other SLT members, to ensure new arrivals, including accompanying parents, are made to feel welcome and well looked after.
- In conjunction with other SLT members, to ensure Group Leaders are welcomed, briefed and aware of and abide by ISS School rules and safeguarding legislation as it pertains to them.
- To ensure the ISS Office is always manned during the day.
- In conjunction with the DoS, to ensure weekly feedback questionnaires are completed by all pupils, to provide recommendations for improvement for future years.
- To ensure staff appraisals are undertaken and any feedback recorded.
- To provide an end of summer report, including learnings and recommendations.
- In conjunction with other SLT members, to manage the closure of the programme and full facility check, including damage assessments.
- To carry out any other reasonable duties as requested by the Course Director.

Pre-Course Duties:

- To establish and ensure that there are robust systems and procedures in place to ensure the safe and effective running of the summer school.
- To input to and finalise The Schedule, Staff and pupil Handbooks at least 6 weeks before course commencement.
- To help plan and implement effective and complete induction programmes for staff and pupils.
- To be familiar with ISS publicity materials (brochure, website etc) and to promote the course as opportunities arise.
- To regularly liaise with the other SLT members, to ensure plans are in place and all preparations are progressing in a timely manner.
- To assist the Course Director in the recruitment of ISS staff where possible.
- To undergo first aid and safeguarding training as specified by the Course Director (at the school's cost).
- To liaise regularly with the Activity Manager, once employed, and the school Transport, IT, Catering and Cleaning teams to ensure pre-course requirements are met and in place.
- In conjunction with the DoS and School Operations teams, to ensure the site(s) are set up correctly and to a high standard prior to the start of the course, ensuring appropriate signage is in place and that all accommodation and facilities are checked, safe and secure and ready for occupation.
- In conjunction with the Welfare and Activity Managers, to ensure all pastoral and activity staff receive detailed instruction on the use of facilities and the safe running of the Boarding Houses.
- Reading Keeping Children Safe in Education (KCSIE) and other policy documents provided.
- Completing relevant Educare training modules as instructed prior to arrival.

Health and Safety:

All staff should be aware of the school's health and safety policy and implement it as appropriate.

All staff are required to familiarise themselves with the relevant Risk Assessments ensuring that H&S policies are adhered to at all times to ensure our pupils' safety and wellbeing.

Safeguarding:

All staff employed by Sedbergh School are expected to take responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible or with whom they come into contact.

These roles and responsibilities provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the level of this post.

Sedbergh School is committed to safeguarding & protecting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

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