Operations Manager (Boarding)
Thank you for your interest in this key role as The Hammond continues to build upon its powerful and prestigious history.

This is an exciting time to join The Hammond as it further develops the plethora of courses offered to students from GCSE and A Level study, expert dance, and musical theatre training as part of the Trinity Diploma, specialised Theatre Arts training, to the rigour of our Musical Theatre Performance degree in collaboration with the University of Chester.

Alongside our small class sizes, excellent results, and the outstanding range of opportunities on offer, we feel that our greatest strength lies in our friendly, supportive, and nurturing ethos, encouraged by excellent staff and student relations and a highly supportive parent body.

The Hammond is the North West’s leading provider of performing arts education and the UK’s oldest vocational dance school. Hammond students are encouraged and trained to be curious, independent, resilient young people who develop leadership skills, potential and talent to compete at the highest level. The Hammond offers a full and exciting curriculum alongside outstanding vocational training for students aged 11 – 19; beyond this The Hammond offers a Bachelor of Arts degree course in Musical Theatre Performance to prepare students for the musical theatre industry at a professional level.

The Hammond is a boarding and day school that prides itself on strong pastoral care; nurturing, guiding, and inspiring every student to be the best possible version of themselves. Here at The Hammond, we are passionate about providing the best possible vocational training in dance, drama, acting and music, alongside an enriching academic curriculum.

We offer a stimulating and challenging creative environment in which we actively encourage young people to adopt lifelong learning skills that will enable them to flourish and thrive in their chosen discipline. We recognise and value achievement; Hammond alumni can be seen performing and teaching in the West End, Broadway, motion pictures, national tours, and teaching across the globe. Housed in the historic Hoole Bank House and surrounded by beautifully landscaped grounds, our campus comprises several performing arts centres with a 420-seat industry-standard theatre and 19 state-of-the-art dance and music studios, including a professional recording suite.

Situated on the outskirts of Chester, The Hammond is located within an hour of Manchester and Liverpool international airports and is two hours from London by train. At The Hammond, young people are fully supported to explore and reach their potential, whilst recognising the importance of cooperation, acceptance, and friendship.

I hope the information provided gives you a sense of what to expect at The Hammond and encourages you to want to be part of our vibrant community.

Jennifer Roscoe MA (Oxon) NPQH
Principal
Job Description

The Operations Manager for Boarding will be accountable for the safe, compliant, and responsive operational management of our boarding houses. The postholder will play a crucial role in ensuring the smooth and efficient operation of the boarding facility, overseeing all aspects of operations, from staff management and training to facility management and administrative tasks. Your commitment to creating a nurturing and enriching environment for our students will be instrumental in their personal and academic growth.

The postholder will be the non-residential line manager of our House Leaders, working with them to create a welcoming environment for our student boarders, ensuring they feel safe and supported.

Responsibilities include:

- Overall strategic management of boarding houses to ensure they are compliant and conducive to student needs.
- The effective line management of busy residential House Leaders ensuring they feel supported.
- Liaising regularly with line manager, the Head of Student Support, on any safeguarding and potential pastoral concerns.
- To contribute to boarding reports for the Board of Directors at set times during the academic year.
- Working with House Leaders to review and introduce new processes and procedures for the continued safe management of our boarding houses.
- To work with our facilities team to respond swiftly to boarding related maintenance issues.
- To be a point of escalation for feedback and complaints from students and parents.
- To ensure regular and appropriate communications go out to relevant stakeholders.
- Undertaking regular visits and spot checks at the boarding houses and meet regularly with boarding staff both on site and at The Hammond.
- To ensure there are regular training opportunities for boarding staff and to keep up to date with your own relevant training and compliance guidance.
- To ensure continued compliance with Boarding Schools’ Association (BSA) recommendations and the statutory National Minimum Standards for Boarding.
- To work with House Leaders on the safe allocations of student boarders each year.
- Ensure Health and Safety requirements are being met and working practices within boarding remain safe.
Qualities needed for this role include:

- Excellent decision-making skills.
- Excellent communication and interpersonal skills.
- Exceptional customer-focused skills and ability to positively embrace constructive feedback.
- Ability to communicate clearly and effectively with staff at all levels of the Hammond as well as students and parents.
- Ability to prioritise workloads and work to deadlines.
- Ability to motivate and support boarding staff as they carry out their important pastoral duties.
- Influence and supervise medium-sized teams and challenge existing processes.
- Ability to remain focussed and calm and lead in a pressured environment.
- Flexible in approach and understanding that there may be times you are required to work outside of your normal working hours.
- Exceptional organisational skills
- Work in partnership with boarding team and wider teams across The Hammond
- To support the senior leadership team in implementing the ethos and wider philosophy of the school.
- To ensure health and safety procedures and safeguards are always observed.
- To attend meetings, INSET, Open Days, and other events.
- To promote goodwill and foster good relationships with all stakeholders.
- To be punctual, presentable, and positive.
### Personal Specification

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<tr>
<th>Requirement</th>
<th>Requirement Type</th>
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<tr>
<td>A good degree in a relevant field</td>
<td>Desirable</td>
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<tr>
<td>Experience of operational management</td>
<td>Essential</td>
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<tr>
<td>Experience of working in education</td>
<td>Desirable</td>
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<tr>
<td>Experience of boarding settings</td>
<td>Desirable</td>
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<tr>
<td>Awareness of health and safety regulations</td>
<td>Essential</td>
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<tr>
<td>Experience of leading teams</td>
<td>Essential</td>
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<tr>
<td>Ability to remain calm and adapt to circumstances</td>
<td>Essential</td>
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<tr>
<td>Resilient and forward-thinking</td>
<td>Essential</td>
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<tr>
<td>Commitment to the wellbeing, safety, and safeguarding of young people</td>
<td>Essential</td>
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<tr>
<td>Commitment to professional development</td>
<td>Essential</td>
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<tr>
<td>Ability to inspire colleagues</td>
<td>Essential</td>
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The Hammond is committed to safeguarding and promoting the welfare of children. As such, the successful applicant will be required to undertake a criminal record check via the Disclosure and Barring Service (DBS). The Hammond is an equal opportunities employer.