**Role Profile**

**Job Purpose**

1. The Head of Operations is one of the school’s leading support staff professional and works as part of the Senior Leadership Team to assist the Executive Headteacher in his/her duty to ensure that the school meets its educational aims.
2. The Head of Operations is responsible for providing professional leadership and management of school support staff, in partnership with teaching staff, to enhance their effectiveness in order to achieve improved standards of learning and achievement in the school.
3. The Head of Operations promotes the highest standards within the operational and administrative functions of the school and strategically ensures the most effective use of resources in support of the school’s learning objectives.
4. The Head of Operations is responsible for Administration Management/Management Information and ICT/ Facility & Property Management/ Health & Safety Management of the School.

**Key tasks**

**Leadership & Strategy**

1. Report to Senior Leadership Team, full Board (Governing Body) and appropriate (Governors’) sub-committee meetings
2. Negotiate and influence strategic decision making within the school’s Senior Management / Leadership Team
3. In the absence of the Head Teacher, take delegated responsibility for decisions in the areas of responsibility outlined
4. Take all decisions in line with the vision, values, policies and procedures of the school, and encourage others to do the same
5. Implement school-wide changes and allocate resources in line with the school improvement plan, putting policies and procedures in place and communicating them to staff
6. Be responsible for line-managing support staff in the relevant teams (School Office Admin Teams including Data and Communications, IT Team, Site Team, Catering Team), including carrying out long-term resource planning and managing recruitment, appraisal, training and professional development
7. For all relevant areas of responsibility, be responsible for ensuring robust procurement for goods and services in and liaise with the SBM regarding budgets and all matters with financial implications
8. Monitor developments in all relevant areas of responsibility and devise plans considering how these can be used to enhance the school’s processes, teaching and learning, and staff wellbeing

**Administration Management**

1. Design and maintain administrative systems that deliver outcomes based on the school’s aims and goals
2. Manage systems and link processes that interact across the school to form complete systems
3. Define responsibilities, information and support for staff and other stakeholders
4. Develop process measures that are affordable and that will enable value for money decisions for those managing resources
5. Establish and use effective methods to review and improve administrative systems
6. Use data analysis, evaluation and reporting systems to maximum effect by ensuring systems are streamlined to maximise efficiency and avoid duplication
7. Benchmark systems and information to assess trends and make appropriate recommendations
8. Prepare information for publication and returns for the DfE, LA and other agencies and stakeholders within statutory guidelines.
9. Implement a marketing plan for the school, which utilises the school website, signage, the prospectus, and communications with current and prospective parents
10. Track all school policies and ensure they are updated in accordance with the policy review schedule

**Management Information Systems & ICT**

1. Consider approaches for existing use and future plans to introduce or discard technology in the school
2. Consult with relevant colleagues and other parties to introduce new technology or improve existing technology for different purposes
3. Ensure that the school has a strategy for using technology aligned to the overall vision and plans for the school ensuring value for money
4. Communicate the strategy and relevant policies, including Data Protection, for use of technology across the school
5. Establish systems to monitor and report on the performance of technology within the school
6. Ensure resources, support and training are provided to enable work colleagues to make the best use of available ICT for the school’s needs including teaching, learning and assessment systems
7. Ensure contingency plans are in place in the case of technology failure
8. Ensure data collection systems providing information to stakeholders are streamlined to maximise efficiency of the data supplied
9. Ensure that records are kept in accordance with the school’s record retention schedule and data protection law, ensuring information security and confidentiality at all times
10. Be the school’s data protection lead, liaising with the school’s data protection officer to ensure data protection compliance and advising the school community on data protection issues

**Facility & Property Management**

1. Ensure the safe maintenance and security operation of all school premises
2. Plan and manage the maintenance of the school site including grounds, reactive, planned preventative and other routine maintenance including the purchase and repair of furniture and fittings
3. Ensure the continuing availability of essential, effective site services and equipment including utilities
4. Follow sound practices in estate management and grounds maintenance
5. Procure, monitor, assess and review contractual obligations for outsourced support services
6. Ensure a safe environment for the stakeholders of the school to provide a secure environment in which
7. learning can be provided
8. Ensure all facilities support services e.g. catering, cleaning, minibus etc., are operated, monitored and managed effectively
9. Manage the letting of school premises to external organisations, for the development of the extended services and local community requirements.
10. Liaise with the Children’s Centre at Whitefriars School regarding joint premises issues
11. Liaise with the SBM to seek professional advice on insurance and advise the SMT on appropriate insurances for the school and implement and manage such schemes accordingly.
12. Prepare bids for capital and other funding in liaison with professional advisers as necessary
13. Manage implementation of capital projects and ensure the supervision of relevant planning and construction processes is undertaken in line with contractual obligations and to maintain the smooth running of the school.

**Health & Safety**

1. Manage the school’s compliance with statutory obligations, and advise relevant stakeholders on pertinent legal, regulatory and ethical requirements
2. Act as the school’s Health & Safety Co-ordinator and Fire Officer.
3. Plan, instigate and maintain records of all statutory maintenance and testing including fire practices and alarm tests.
4. Ensure the school’s written health & safety policy statement is clearly communicated and available to all people
5. Ensure the health & safety policy is implemented at all times, put into practice and is subject to review and assessment at regular intervals or as situations change
6. Organise health and safety training for staff
7. Enable regular consultation with staff and relevant stakeholders on health and safety issues
8. Ensure systems are in place to enable the identification of hazards and risk assessments
9. Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the Senior Team, Governors and where appropriate the Health & Safety Executive
10. Ensure the maximum level of security consistent with the ethos of the school
11. Oversee statutory obligations are being met for pupils with special educational needs, ensuring that financial and supporting agency services are adequate for their diverse needs

**General**

1. Safeguard and promote the welfare of children and young people
2. Comply with the Federation’s Equal Opportunities Policy

Please note that the above is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the post holder will carry out.

This job description may be amended at any time in consultation with the post holder.

**Last review date:** February 2019

**Executive Headteacher / line manager’s signature:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Post holder’s signature:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Person Specification**

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| --- | --- |
| **Essential** | **Desirable** |
| **Experience** |  |
| Experience in an operations or facilities management role | Previous experience working in a school or educational establishment |
| Experience of health and safety compliance | experience of initiating , developing and refining systems to improve organisational efficiency  |
| Experience of managing a team | experience of successful change management  |
| **Qualifications** |  |
| Level three or equivalent qualifications plus Maths and English at GCSE | Qualification in School Business Management, Facilities Management or other relevant discipline |
| **Knowledge/Skills/Characteristics** |  |
| be able to demonstrate outstanding leadership and strategic thinking skills  |  |
| be highly self-motivated, enthusiastic, resilient with excellent problem solving skills and a strong commitment to education  |  |
| Excellent communication skills and interpersonal skills to maintain excellent relationships with staff, pupils, parents and contractors |  |
| Ability to work under pressure and remain calm in difficult situations |  |
| have excellent skills and expertise in at least one or more of the areas of responsibility with the confidence to lead and develop others;  | Working knowledge of the [Good Estate Management for Schools (GEMS) guidance and tools](https://www.gov.uk/guidance/good-estate-management-for-schools) |
| Technical knowledge of building services |  |
| A good understanding of health and safety requirements re school premises | Evidence of relevant health and safety training |
| Excellent IT skills including use of email and Microsoft Word and Excel |  |
| Excellent organisational and record keeping skills |  |
| Excellent time management and punctuality |  |
| Ability to prioritise and plan own workload effectively |  |
| Ability to lead, manage and motivate a team |  |
| Be committed to professional development of self, team and colleagues |  |
| Experience of managing a budget | An understanding of the financials regulations which apply to schools |
| Clean driving licence and with use of own transport | D1 Minibus licence |