



LORD
WANDSWORTH
COLLEGE

· HAMPSHIRE ·



Lord Wandsworth College

Operations Manager

Candidate Pack



Role Profile

Directorate:	Chief Operating Office
Responsible to:	Chief Operating Officer
Location:	On Campus
Contract:	Permanent, Full Time
	Monday to Friday with occasional evening and weekend duties
Salary:	Competitive

Benefits

We offer a vast range of staff benefits including:

- Contributory pension scheme
- Fee remission for children
- Enhanced family friendly policies including support for emergency time off for dependants
- State of the art, restaurant quality hot and cold food available (complimentary)
- Death in service scheme - 4 times your annual salary
- Friends and Family referral scheme (£250 for each referral)
- Give as you earn and staff volunteering day
- Use of wide-ranging school facilities - swimming pool, tennis, walks, trails etc
- Excellent social and sporting events for staff within the school

Role outline and purpose

The Operations Manager runs all areas of Soft Facilities Management on a day to day basis. Leading a significant size team, they will ensure a high standard of service delivery is maintained while looking for opportunities to constantly improve business practices. Working closely with the Director of Estates, Director of IT Services and Head of Marketing, they must strive to ensure the operational output of teaching and learning is always supported.

The Operations Manager contributes to business leadership decisions as a member of the Business Leadership Group and to wider School life as befits a member of the School leadership team. The post holder has overall accountability for the Catering department, portering team, Cleaners and coordination of Health and Safety. They will oversee a sizable budget and therefore will be expected to be proficient in identifying efficiencies including procurement opportunities.

The Operations Manager oversees the Catering operation ensuring value for money, high quality menus and modern procurement. This role will design, deliver and oversee a central services capability improvement programme. The post holder ensures the cleaning operation is delivering to the appropriate standards and remains agile as the School continue to expand. This role is the School subject matter expert on all Health and Safety matters. They will lead the portering team including, driving and movement of material and lead on security for LWC.

The Operations Manager will collaborate closely with the Operations Manager at St Neot's to ensure consistent working practices across both Schools.

Role responsibilities

Catering:

- Ensure the catering operation is fit for purpose and is always cost effective.

Domestic:

- Ensure cleaning contracts provide high quality and cost-effective services.

Porters/Security/Events:

- Lead on all security matters for the School.
- Work alongside the Director of IT Services to ensure security is fit for purpose and regularly updated.
- Ensure the security of the School covers both external threats, while being mindful of safeguarding.
- Ensure the Porter team are being utilised efficiently and supporting all School requirements and this is balanced against transport requirements.
- Lead on Event Planning Groups as required and lead on the relevant operational outputs to support events across the College.

Transport:

- Oversee the strategy and operation of the home to School bus service, working in conjunction with the Marketing and Admissions Department and Finance Department to achieve maximum uptake and minimum subsidy from the School, consistent with a high quality, safe and compelling offering.
- Review the transport infrastructure at LWC to ensure that it is fit-for-purpose.
- Oversee the strategy and operation of the internal vehicle fleet, including procurement (for both schools), bookings processes, compliance, safety and customer service.
- Lead on ensuring teachers gain minibus driving qualifications in a timely manner.

Health and Safety Coordination:

- To lead on the coordination of all Health & Safety issues across the College working with consultants.
- To act as the Secretary of the Health & Safety Committee and the wider stakeholder Group.

Central Services:

- Work with the Senior Leadership Team and Business Leadership Group to create a Central Services capability.

Finance:

- Plan, monitor and manage the catering, cleaning and porter team budgets.
- Carry out cost/benefit analysis of projects, goods and services to achieve maximum value for money.
- Maintain full compliance with LWC financial policies and procedures, in particular in respect of competitive tendering and levels of approval, preparing papers and business cases as needed.

Person Specifications

- Project management experience/qualifications would be of value. IOSH and/or NEBOSH would be beneficial to this role.
- A good working knowledge of Health and Safety legislation.
- Significant experience in the management of major events.
- Substantial experience of leading and managing large and complex operations.
- Experience of managing teams and individuals which has included recruitment, inspiration and motivation, personal and professional development and managing performance.
- Proven financial abilities including experience of compiling and monitoring budgets relevant to facilities management.
- Proven ability to organise time effectively, manage competing priorities and meet deadlines.

Behaviours and competencies

- Demonstrate a commitment to the values of LWC and St Neots.
- Hold a strong understanding of the importance of Safeguarding and Child Protection.
- Demonstrate commitment to diversity and inclusion practices.
- Be proactive in matters relating to health and safety.
- A strong communicator with relevant experience in leading a customer-facing team.
- Able to prepare and present concise and analytical reports on complex issues.
- Proven ability to influence, convince and negotiate with others in a way that results in acceptance, agreement, or behaviour change.
- Ability to build effective relationships with major suppliers and advisors.
- Ability to resolve difficult situations, implement change and foster excellent working relationships.

Key Stakeholders

- COO
- Business Leadership Group
- Operations Manager, St Neots
- Academic Staff
- Business Staff

This role profile is not exhaustive and will be subject to review. It may be amended to meet the changing needs of the college.





Lord Wandsworth College

A different kind of school for a wonderfully open world

Uncertainty is a gift to those with a wide perspective, an open mind and the space and the safety to explore. Our job is to widen students' worlds so nothing is beyond their grasp.

We've been 'widening worlds' since 1922, when LWC was founded by Sydney Stern (Lord Wandsworth) to support orphans. In those days, this widening of worlds was very much a response to the fact that orphans' worlds had contracted or collapsed very suddenly. The school expanded their opportunities, connecting them - via our vast acreage and farmland - with a path into agriculture.

These days, the future is far less known; vocations harder to predict. And so the need to widen worlds is more profound. We support and inspire students, around 700 of them, to be able to forge their own futures, each one more exciting and extraordinary than any goal they could have envisaged at the start. Wonderfully, our students' successes make our world bigger too.

Appointment process and how to apply

Please apply via our LWC website using the Hire Road platform.

The closing date for application is midnight on Sunday 21st July 2024 with the first round of interviews taking place on Friday 26th July. The second round will take place in early August.

Should you wish to discuss the role in strict confidence please feel free to contact Baz Bennett, Chief Operating Officer at bennettb@lordwandsworth.org.

We welcome people of all faiths and those that are committed to these values. We recognise that we have under-represented groups within our workforce. As part of our commitment to diversity and equality of opportunity we are actively encouraging applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian and Minority Ethnic backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed to ensuring the safety and protection of our employees from all forms of harm.

Appointments will be made subject to receipt of satisfactory references and enhanced DBS check. The College is committed to safeguarding and promoting the welfare of young people. The successful applicant will be subject to a Disclosure and Barring Services (DBS) check and references. We are an equal opportunities employer.

Lord Wandsworth College is a registered charity (Number: 1143359) providing outstanding caring education for boys and girls since 1922.



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