

Job Description	
<b>Job Title</b>	Senior Operations Manager
<b>School</b>	Taverham High School
<b>Grade</b>	Scale K (Points 32-36)
<b>Responsible to:</b>	Headteacher
<b>Responsible for:</b>	Delivering high-level leadership, management support and quality assurance to a large administrative team. Ensuring administration structures and roles are fit for purpose and aligned to deliver the academy's improvement priorities.
<b>Effective Date</b>	

Role and Context	
<b>Duties and responsibilities:</b>	<ul style="list-style-type: none"> <li>• The Senior Operations Manager will have a key strategic role as a member of the SLT in the development of operational and facilities services within the Academy and have overall responsibility for holding to account relevant support managers. The Operations Manager proactively manages the areas below. Where responsibility is delegated to a support staff manager (*), the Operations Manager is accountable for ensuring these areas are effective and efficient in delivering their anticipated outcomes: <ul style="list-style-type: none"> <li>▪ Premises management through our PFI Contractor and contract</li> <li>▪ Oversight of Personnel procedures</li> <li>▪ GDPR</li> <li>▪ Reprographic operations</li> <li>▪ Health and Safety*</li> <li>▪ Admin team oversight</li> <li>▪ Catering</li> <li>▪ Risk</li> <li>▪ IT</li> </ul> </li> <li>• Determine and deliver effective Line management of the Academy administration support team, carrying out the full range of line management functions as set out in the Trust's policies including probation and appraisal, setting targets and monitoring completion.</li> <li>• Determine and deliver the annual plan for the Academy administration support team, reflecting the Academy's cycle of business and implement this to support the smooth running of the Academy and timely production of data. To review and recommend improvements to structures and processes that minimise single points of failure within all functions of the administrative team and ensure value for money.</li> <li>• Proactively manage team activities and workloads to ensure the delivery of the plan, anticipating and reacting to planned and unplanned demands, determining and delivering absence coverage and reassigning duties as necessary. Including the delivery of minuted, administration support team meetings to ensure the highest professional standards are maintained.</li> <li>• Monitor and evaluate the effective implementation of Management Information Systems through the support function of the Academy including staff and pupil data.</li> </ul>

**Premises Management, Catering and IT**

- Determine and deliver an effective administrative support staff induction programme.
- Maintain a matrix of skills and training for each team member to inform training and targets.
- Determine and coordinate CPD activities for administrative support staff on inset days – this may include delivering CPD.
- To ensure that all database information is accurate and up to date, including figures relating to pupils and staff and providing reports on this data as required.
- Evaluate current Academy systems used within the administrative functions and make recommendations for the development or alternative solutions e.g. telephony, MIS etc.
- Rigorous monitoring and challenge of the PFI contractor to ensure all aspects of their responsibilities are being met and their obligations to the contract are fulfilled effectively.
- In consultation with the Headteacher, the Trust COO and the PFI contractors, in accordance with Trust and DfE guidelines, prepare the Premises Plan taking into account the performance improvement objectives, future funding projections, and other potential events and activities.
- Responsibility for the management of photocopier contracts and service levels, within the parameters of the Trust finance policies.
- Liaise with IT provider to ensure IT infrastructure meets the needs of the Academy.
- Ensure value for money is provided through effective procurement in accordance with Trust finance procedures.
- To effectively line manage the catering function of the Academy and work with the Trust Catering manager to ensure the highest quality, levels of service and value for pupils.

**Health and safety**

- Full delegated responsibility from the Headteacher for all Health and Safety across the Academy site including regulatory compliance.
- Be the designated lead member of the Academy's Leadership Team for Health & Safety and deliver the Trust's Health and Safety policy.
- Provide strategic oversight of the Academy's management and response to accidents and incidents.
- Report to the Headteacher and Local Governing Body on trends of accidents and incidents.
- Oversee Health & Safety committee meetings to take place half-termly.
- Oversee fire and critical incidence strategy.
- Oversee strategies that will further the Academy's ability to support all aspects of student, staff and visitor welfare and safety.
- Ensure the school site is supervised at all times whilst it is open including during school holidays.

**Budget and Financial**

- Ensure all colleagues comply with the Trust's Finance policy to ensure financial regulations are adhered to by all staff at all times.
- Determine and deliver an effective staffing structure and function within the budget constraints of the Academy in conjunction with the Headteacher.
- To ensure efficiency in all matters relating to the administrative function of the Academy.
- Management of administrative and office supplies, including software and reprographics, within remit of the role.

<p><b>Data and Risk</b></p>	<ul style="list-style-type: none"> <li>• Managing effective relationships with external contractors as required.</li> <li>• Implement the bursary strategy in conjunction with the sixth form lead and with due regard for financial process.</li> <li>• Coordinate the school's approach to trips between trip leaders and with reference to the required financial processes in conjunction with the EVC.</li>   <li>• To be responsible for GDPR compliance by the Academy.</li> <li>• Monitor and report Data breaches to DPO/ICO/Trust and deliver strategies to minimise repeats.</li> <li>• To determine and deliver the Academy's BCP and critical incidents response plan.</li> <li>• To coordinate the delivery of the academy's risk log and report this to the SLT, governors and Trust executive, capturing agreed changes and mitigations.</li> <li>• Act as a budget holder area of responsibility identified in this job description.</li> </ul>
<p><b>General:</b></p>	<ul style="list-style-type: none"> <li>• To have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the school and the local authority.</li> <li>• To be a trained first aider and fire marshal.</li> <li>• Observe at all times strict rules of confidentiality appropriate to the post due to the nature of the highly confidential and sensitive issues encountered on a daily basis.</li> <li>• To undertake training as appropriate. Undertake continuing professional development, including keeping in date any certificated training required by the role.</li> <li>• To participate in the performance management programme.</li> <li>• Any other reasonable requests as directed by the Headteacher.</li> </ul>
<p><b>Relationships:</b></p>	<p>Working closely with:</p> <ul style="list-style-type: none"> <li>• Headteacher and Leadership Team</li> <li>• All teaching and non-teaching staff</li> <li>• Pupils</li> <li>• Parents/Carers</li> <li>• Governors, the Clerk to Governors</li> <li>• PFI Contractors</li> <li>• Trust Executive Team</li> <li>• Trust HR Manager</li> </ul>

**General Information and review:**

- The job specification details the main outcomes required and should only be updated to reflect **major changes** that impact on the outcomes for the job. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post-holder.
- All work performed/duties undertaken must be carried out in accordance with relevant school policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
- Post holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.