



Job description: Director of Operations and Compliance

SPINAL POINT RANGE (OUTER LONDON, NJC FOR LG SERVICES): Swakeleys Grade 21
(SCP57-60: £69,579 - £73,311)

RESPONSIBLE TO: Headteacher

RESPONSIBLE FOR: Support staff line management, Management of HR,
Administrative functions, Management of Premises,
Management of Lettings, Management of ICT, Management of
Catering

CONTACTS: Internal: Leadership group, staff, students

External: LA representatives, external agencies, Governors,
parents and other stakeholders.

Swakeleys School for Girls is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

Hours: 36 hours per week, 52 weeks per year

Contract type: Full time, permanent

MAIN SCOPE OF JOB:

Responsible for: Support staff line management, management of HR, administrative functions, premises, lettings, health and safety.

Duties and Responsibilities

- To lead all non-academic aspects of the school, including human resources, administration, health and safety, estate and facilities management and health and safety.
- Provide leadership and management of school support staff to enhance their effectiveness to achieve improved standards of learning and achievement in the school.
- Promote the highest standards within the operational and related functions of the school.

Leadership and Management

- Liaise with the Chief Financial Officer to ensure that all resources necessary and available are used to provide a suitable and safe environment for learning and teaching.

- Assist the Headteacher in establishing appropriate levels of resource across the school to provide value for money and enabling the core purpose of the school, i.e. teaching and learning in a safe and attractive environment. To ensure there is continuity of service when there is staff absence.
- Report to the Senior Leadership Team and Trustees concerning key aspects of the role.
- Carry out long-term resource planning and manage recruitment, appraisal, training, and professional development of staff
- Work alongside the school's senior leadership group to strategically plan development projects.

Premises Management

The post holder will:

- have oversight of and be ultimately responsible for all aspects of the school properties including all buildings and covering the upkeep, care, maintenance, security, health and safety, relevant compliance and premises management in line with statutory and regulatory requirements.
- lead on all site and premises security, assess security to ensure that appropriate responsive arrangements are developed and implemented to achieve comprehensive safe, secure and appropriate access at all times.
- lead on the management of refurbishments, expansions and other building advancements and support developing, procuring and implementing building projects.
- understand project management and complete CIF/equivalent bids, tendering processes to the completion of projects
- line-manage the Premises Manager (responsible for the Premises team) and oversee the work of the premises team. Lead on prioritising tasks and day to day deployment of the post holders.
- ensure there is efficient and effective site support to manage the security and general appearance of the buildings and surrounding areas maintaining them in accordance with the required standards.
- observe safe working practices in carrying out their required duties.
- ensure that the shift patterns are in line with the needs of the school and that there is provision for the opening of the school outside of school hours and weekends to meet the needs of school activities and events and external lettings.
- maintain and keep up to date a school inventory of assets.
- create a strategy around use of the school premises for lettings bringing in an income stream for the school. Manage the letting process on behalf of the school and in liaison with the Finance department. This will include strategic decision making around the school bungalow.
- liaise with our external cleaning provider to ensure that the school is kept clean and safe and ensuring the resolution of any issues that occur in relation to cleaning.
- liaise with all external service providers to ensure compliance to health and safety, quality of work and value for money.

Human Resources

The post holder will:

- lead on establishing high standards of support services ensuring that the service enhances and serves the needs of the school. These include reviewing and revising job descriptions, identifying gaps in expertise, deploying and recruiting as necessary to ensure an exceptional service is adaptive to the changing needs of the school.
- work with the HR Officer and CFO in ensuring high expectations and standards of service are provided with regards to Human Resources. That the school meets its statutory duties and responsibilities regarding the safety and welfare of its staff. That recruitment processes follow all statutory requirements for safer recruitment.
- provide the link between the Leadership Group and the support teams to ensure clear direction is given to enable the smooth operation of day to day operations and occasional events.
- Ensure the effective and timely operation of HR services. Ensure the HR Officer has an improvement plan which ensures the school is meeting its statutory duties in all HR matters and that relevant reports are prepared for governors and the senior leadership group in a timely manner.

Health & Safety

The post holder will:

- manage the school's compliance with statutory obligations, and advise relevant stakeholders on pertinent legal, regulatory and ethical requirements.
- act as the school's Health & Safety Co-ordinator and Fire Officer.
- refresh the emergency Evacuation Instructions annually and share them with staff.
- plan, instigate and maintain records of all statutory maintenance and testing including fire practices and alarm tests.
- ensure the health & safety policy is implemented at all times, and is subject to review and assessment at regular intervals or as situations change.
- ensure the school's written health & safety policy statement is clearly communicated and available to all staff.
- organise health and safety training for staff.
- enable regular consultation with staff and relevant stakeholders on health and safety issues.
- ensure systems are in place to enable the identification of hazards and that appropriate risk assessments are in place; review risk assessments at appropriate intervals.
- maintain a risk assessment matrix and ensure that this feeds into the school's risk register.
- proactively manage risk, ensuring the risk register is maintained and updated for the Governing Body, up to date risk assessments are in place and key information and training is disseminated to staff to ensure they are aware of their responsibilities in these areas.
- carry out investigations into near miss or serious incidents and keep a log of both incidents and take appropriate action to avoid similar incidents reoccurring.
- lead on the annual Health and Safety audit.
- manage a safe and effective process around drills in school including lockdown drills and fire drills. Manage the processes to be in place when the fire alarm, lockdown alarm or security alarm is triggered.

Data Protection

The post holder will:

- be the school's Data Protection Lead and school's Data Protection Officer to ensure data protection compliance and advising the school community on data protection issues.
- oversee policies relating to Data Protection and ensure that staff and Trustees receive appropriate training.
- 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.
- support staff with all queries relating to data protection.
- be the main point of contact regarding Freedom of Information and Subject Access Requests and deal with such requests. Maintain a log of data breaches, reporting to the external Data Protection Officer and take appropriate action to avoid similar incidents reoccurring.
- support staff with completing Data Protection Impact Assessments and ensure that DPIA's are reviewed as required.
- lead on the annual Data Protection audit.
- be responsible for updating and sending privacy notices each year in compliance with GDPR.

ICT Management

The post holder will:

- lead the School's IT provision and line manage the IT staff.
- consider existing use and future plans to introduce, replace or upgrade technology in the school.
- consult with relevant colleagues and other parties to introduce new technology or improve existing technology for different purposes.
- ensure that the school has a strategy for using technology aligned to the overall vision and plans for the school ensuring value for money.
- ensure that appropriate Cyber Security measures are in place to mitigate the risk of cyber attack.
- ensure contingency plans are in place in the case of technology failure.
- communicate the strategy and relevant policies (e.g. e-safety, acceptable Use) for use of technology across the school.

Catering

The post holder will:

- ensure that the catering provision is operated, monitored and managed effectively.
- ensure that the standards in food hygiene and premises are maintained and food safety standards are met.
- Seek out feedback from stakeholders on our menu/catering service and act accordingly.

General Duties:

The post holder will:

- effectively audit the administrative needs of the school and deploy staff to ensure the efficient running of administrative services. Ensure that managers are horizon scanning and are fully prepared for the administrative cycle of the academic year. Ensure that communication between the managers is clear, workflows are allocated appropriately, and deadlines are met to ensure the smooth running of the school.

- lead on the development of a maintenance plan which is both strategically long term and underpinned by a regular termly plan of works. Ensuring mandatory compliance is achieved.
- be responsible for annual audits and reports required by the Department for Education relating to estate management in conjunction with the CFO. Be responsible for maintaining databases such as Good Estate Management.
- liaise with and have oversight of all contractors on site to ensure any disturbance to lessons is minimised. To ensure that up to date method statements are in place for any works that take place on the school site.
- ensure a process is in place to manage any issues that take place on the school site out of hours.
- line management of premises, canteen management, network manager and HR officer.

Other Duties

The post holder will:

- play a full part in the life of the school community, supporting its ethos, encouraging, and ensuring staff and students to follow this example, including representing the school in a professional and positive light at all times and to all stakeholders.
- lead on the school's Business Continuity and Disaster Recovery and Lockdown Plans.
- share responsibility for the school's standards and achievement, including pupil progress and the drive to improve outcomes
- play an active part in the life of the school through meetings (Some of which take place outside of the school day) and high visibility to pupils, staff and parents, including at assemblies and meetings
- contribute to the School Development Plan and school self-evaluation
- maintain the highest level of confidentiality at all times.
- Demonstrate strong commitment to furthering equalities in both service delivery and employment practice.
- undertake duties as specified by the Headteacher not mentioned in the above.
- comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in the job description.
- attend all relevant training necessary to the job role.

Accountabilities:

Comply with the requirements of and act in accordance with the school's policies, not solely but including:

- Child Protection/Safeguarding
- Health & Safety
- Code of Conduct

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> Degree level qualification in a subject related to management of one of the key areas of responsibility 	<ul style="list-style-type: none"> A professional qualification in a relevant discipline Hold a health and safety qualification such as NEBOSH or equivalent. Training can be given for this if required.
Experience	<ul style="list-style-type: none"> Substantial business management experience at a senior level in a large organisation Management and reporting experience Sound and successful experience of managing complex priorities and associated budgets Report writing Strategic planning Project management 	<ul style="list-style-type: none"> A wider responsibility for business activities Working in an educational environment Working in an educational environment but commercial/non educational experience is also valued
Skills, Knowledge, and Aptitudes	<ul style="list-style-type: none"> Strategic innovator Implementation of new strategies and systems Excellent oral and written communication skills A high degree of complex problem-solving skills Ability to work as a member of a team and to have sensitivity and tact in dealing with a wide range of people Able to communicate complex matters with a variety of audiences verbally and in writing Negotiating and influencing skills Working knowledge of relevant policies/legislation/codes of practice Knowledge and understanding of school issue Ability to manage subordinate team leaders who may possess greater in-depth knowledge of their area. Ability to work under pressure and prioritise tasks effectively Good organisational skills Ability to work confidentially and with discretion A high degree of accuracy and reliability Ability to use own initiative to present alternatives and problem solve. 	<ul style="list-style-type: none"> A wider knowledge of other business activities