



Job Description

POST: Operations Manager - Primary

RESPONSIBLE TO: Principal

RESPONSIBLE FOR:

SALARY: OCL SO1 SCP 22- 26 (plus Local Government Pension Scheme)

LOCATION:

WORKING PATTERN:

DISCLOSURE LEVEL: Enhanced Criminal Records Disclosure with Barred List Check

JOB PURPOSE:

Under the overall direction of the Principal, to oversee the operational running of the Academy, acting as Line Manager of the Academy's Administration Team (which shall include Administration, Reception and Reprographics, where relevant), Data Protection Lead and Health & Safety Champion and as an interface for the Academy with the nationally led IT, Finance, People, Marketing & Communications and Property & Estates Directorates.

SPECIFIC RESPONSIBILITIES:

As a member of the Academy's Leadership Team to contribute to the strategic direction of the Academy and the development and implementation of the Academy Development Plan/Local One Plan.

Administration Management:

- A. To line manage the Administration Team, including monitoring and managing assigned budgets, ensuring adequate resourcing/staffing, determining systems and processes, allocating responsibilities, co-ordinating and, where appropriate delivering induction and training, undertaking appraisals, providing guidance and support, setting priorities and dealing with problems to ensure that the team provides an efficient and comprehensive administrative support service, including:
- greeting visitors and providing hospitality
 - dealing with routine enquiries from parents, the LA and other external agencies/organisations
 - word processing correspondence and other documents
 - record keeping, photocopying and filing
 - postal services, both in and out of the Academy
 - diary management
 - ordering office stationery/supplies, as required
 - collection and reconciliation of school accounts/records and processes related to school meals, milk in schools etc

- contacts with outside suppliers of goods or services, receipting of goods and invoice processing
 - collation, entry and storage of student related data
 - student admissions and transfers procedures
 - the monitoring and improvement of attendance
- B. Ensure that all stock levels for stationary, reprographics and other administration related consumables are maintained at appropriate and sustainable levels, re-ordering when needed, to meet the site's needs.
- C. To ensure the development and use of appropriate 'house style' formats and standards, and ensure adequate record/filing and back-up systems are available
- D. To co-ordinate the timely provision / transfer of data and statistical information between the Academy, Local Authority and Oasis Community Learning, as required periodically, reconciling any queries
- E. To ensure the School Management Information System (Bromcom), is accurate and up to date.
- F. To become the Academy champion for all matters relating to Bromcom ensuring delegated duties and provision of training as required.
- G. To undertake the accurate and timely completion and submission of the pupil workforce census and school workforce census.
- H. To administer provision of Free School Meals ensuring statutory returns are completed in an accurate and timely fashion to DfE, Local Authority, and others who may require information from time to time.
- I. To manage the arrangements for the letting and use of Academy premises to third parties (where applicable)
- J. Co-ordinate the organisation, preparation and set up of any events that are required to support the academy, i.e. Parents evenings, Academy Awards and outside events.

National Service Provision

- A. To be a point of contact for IT Cluster Teams on matters of IT Service provision to the Academy
- B. Oversee the delivery of nationally or locally procured long term contractual arrangements, eg catering, photocopiers, feminine hygiene, telephone systems, insurance, to ensure the service meets its KPI/Service Standards, identifying and escalating issues where appropriate.
- C. Oversee the delivery of Property & Estates services to the Academy, liaising as required with local and national staff.
- D. Undertake regular cleaning, security and maintenance reviews, reporting areas of concern to relevant National Service.

- E. Identify and develop strategies for areas that will benefit and contribute to the overall effectiveness and efficiency of the Academy, such as exploring synergies, opportunities for partnership working that can benefit the Academy through economies of scale etc.
- F. Collect and provide data to National Service Leads on service quality
- G. Attend meetings and briefings relating to National Service provision and to cascade/share information relating to National Service provision within the Academy as appropriate.
- H. At the request of the Principal, to oversee the delivery of Nationally led reactive projects within the postholder's skill set, for example, the co-ordination of food vouchers/food hampers during the pandemic or the co-ordination of the lateral flow testing arrangements.

Data Protection

- A. To act as the Academy's Data Protection Lead – liaising with the Data Protection Officer, attending nationally co-ordinated meetings and, with the prior approval of the Principal, actioning national office instructions on Data Protection measures
- B. To produce reports in response to the Academy's data protection obligations, as requested by national office
- C. To cascade information relating to data protection to the Academy's workforce
- D. To receive, acknowledge, co-ordinate and respond to Subject Access Requests and Freedom of Information Requests relating to the Academy
- E. To report to the Data Protection Officer potential and realized data breaches and to co-ordinate appropriate action.
- F. To oversee the collation and storage of required Consents
- G. Monitor GDPR training and identify any training needs at the academy level and feedback to the DPO.

Health & Safety

- A. To act as the Academy's Health & Safety Champion – liaising with the National Health & Safety Lead, attending nationally co-ordinated meetings and, with the prior approval of the Principal, actioning national office instructions on health and safety matters.
- B. Be the first point of contact and reference for all staff at the Academy on matters of Health and Safety
- C. Support the Principal with the creation and, in the event, implementation of, a Business Continuity Plan
- D. At the Principal's direction, to be nominated point of contact for regulatory bodies related to Health & Safety matters
- E. Support the Principal to deliver on their Health & Safety responsibilities through the monitoring and reporting of Handsam compliance, chasing users to complete actions, obtaining documents/policies/information etc at the Principal's request.

- F. Co-ordinate the local Health & Safety Committee meetings, circulating documents and taking minutes, storing records.
- G. Arrange annual:
- Health and Safety Committee Meetings (typically 3 per annum)
 - Fire Drills (typically 3 per annum)
 - Site lockdown
 - Run, Hide and Tell drill
- H. Undertake regular reviews of first aid and accident incidents and undertake any investigations following an accident, incident or near miss, including RIDDOR reporting where required.
- I. To provide those responsible for undertaking Risk Assessments with template documents and guidance and to facilitate the safe storage/retention of completed documents.
- J. To collate and store/require storage on the individual's personnel file, a copy of any Pregnancy Risk Assessment.
- K. To organize for those responsible for undertaking Risk Assessments to complete relevant training and if appropriately qualified, to deliver such training.
- L. To undertake Display Screen Equipment (DSE) assessments for new staff and, on request by, existing staff.
- M. To organize, or where qualified to do so, to deliver, appropriate Manual Handling Training for staff.
- N. To co-ordinate the provision of Eye Test vouchers for staff using Visual Display Units/Display Screen Equipment for work related purposes.
- O. To oversee and co-ordinate the Academy's Staff and Student First Aid provisions, ensuring adequate, appropriately qualified staff and resources are in place.
- P. Undertake regular site inspections to ensure that all site users are following Health and Safety.
- Q. Provide administrative support to the Educational Visits Co-Ordinator

Provision of Secretarial Support:

- A. To provide secretarial services to the Principal, including:
- Co-ordinating the Principal's diary – appointments, meetings, key school dates etc
 - Distributing/responding to/recording the Principal's mail (paper and electronic)
 - Overseeing the Academy calendar, ensuring it is kept up to date and circulated to staff and others as necessary. Ensuring timely reminders are sent to all staff and Council members in advance of events, meetings, etc
 - Researching and/or managing projects that may be identified from time to time by the Principal or Leadership Team
 - Organising travel and overnight accommodation arrangements, as required
 - Producing correspondence, newsletters, documents, briefing papers, reports and presentations.

Human Resources:

- A. Act as a first port of call for all Academy staff on Human Resources related issues, including matters relating to Pay.
- B. To support line managers to follow the correct processes when managing Human Resource matters including matters of discipline, capability, conduct, attendance and absence and working arrangements.
- C. To liaise with the allocated People Directorate Advisor to seek support to respond to and address Human Resources related matters.
- D. To provide administrative support (including production of correspondence, collation and circulation of papers, minuting) to the Principal/Leadership in respect Human Resources related matters
- E. To complete Hiring Requisition Forms and Contract Amendment Forms to the Regional Finance Manager for approval. Ensure retention of all authorized documents for audit and compliance purposes.
- F. To be responsible for the administration and co-ordination of effective recruitment processes, including obtaining job descriptions/person specifications, placing adverts, collating application forms, co-ordinating shortlisting, calling for references, co-ordinating the arrangements for interviews and undertaking safer recruitment checks.
- G. To process new starters on ITrent at Phase 1 ensuring accurate entry of information so that a Contract of Employment can be issued to the new starter. Once Phase 1 has been completed to ensure that the relevant documents are sent to the Regional Finance team to enable them to complete Phase 2 on ITrent.
- H. To provide administrative support to the Principal and line managers undertaking staffing changes, including recruitment campaigns, restructures and redundancies.
- I. To produce and maintain effective electronic and hard copy personnel files
- J. To be responsible for processing, monitoring and reporting on leave of absence (to include maternity/adoption/paternity/parental leave) requests
- K. To be responsible for recording, monitoring and reporting on sickness/health related absence, ensuring all absence is certificated
- L. To support Line Managers to fulfil the requirements of the Management of Health Related Absence Policy, through:
 - The provision of data/information relating to absence (e.g notification to the Line Manager that relevant triggers/provisions have been met)
 - Organising meetings
 - The provision of template letters, forms and documentation (e.g Return to Work Interview Records)
 - Attendance at meetings for the purposes of note taking and advice
 - Seeking advice and/or assistance from the People Directorate

- M. At the direction of the Principal and/or People Directorate Advisor, to co-ordinate referrals to Occupational Health
- N. To provide administrative support to the Principal to enable them to fulfil their responsibilities in respect of:
 - Maintenance of the Single Central Record
 - Safer Recruitment
 - Administration of employment records and employment contracts from iTrent HR system
 - Retaining and monitoring training records, to include Safeguarding, Data Protection First Aid, Health & Safety
 - Pay
 - Performance Management
- O. [To organise appropriate supply cover (teaching and support staff)]

Communications:

- A. Under the direction of the Principal and in conjunction with the Marketing & Communications Directorate:
 - (i) To maintain a professional website for the Academy;
 - (ii) To co-ordinate the production of necessary external publicity (Academy prospectuses, newsletters, brochures, etc), working with appropriate members of leadership or teaching staff to ensure that these are prepared on time, to budget and within “house style” protocols
 - (iii) To co-ordinate the production and distribution of student/parent & carer correspondence
 - (iv) To monitor and support the Academy’s effective use of social media

ORGANISATIONAL RESPONSIBILITIES

Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

- **To work to the best of ability, to be diligent, honest and ethical in the performance of duties and to conduct personal and professional life in a way which seeks to uphold the Oasis Ethos and the Oasis 9 Habits**
- To effectively contribute to our organisational commitment to excellent education at the heart of our communities.
- To be aware of and understand our Equality and Diversity Policy and ensure at all times that the duties of the post are carried out in accordance with the Policy.
- To ensure compliance with all Health and Safety legislation and associated codes of practice and policies.
- Review and develop own professional practice, maintain effectiveness as a member of the academy staff by taking responsibility for own continuing professional development.
- Demonstrate a willingness to engage with further training and other opportunities to gain appropriate skills, knowledge and vocational or academic qualifications.

OTHER:

The above responsibilities are subject to the general duties and responsibilities contained in your Contract of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed:

Employee:		Line Manager:	
Print Name		Print Name	
Date		Date	

Person Specification

Operations Manager – Primary

Our Purpose

The vision of Oasis Community Learning (OCL) is to create ‘Exceptional Education at the Heart of the Community.’

All our Academies are committed to achieving this vision through developing character, competence and sense of community with every child, providing a rich educational experience that is underpinned by our philosophy of education; inspirational leadership, deep learning and healthy communities.

Oasis Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. We are committed to a model of inclusion, hope, perseverance, healthy relationships and compassion throughout all the aspects of the life and culture of each Academy community.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A relevant qualification at Level 3 on the NQF • Maths and English GCSE grade A* - C / 9-4 or Numeracy and Literacy Level 2 on the NQF or equivalent. 	<ul style="list-style-type: none"> • IOSH Managing Safely or equivalent Health & Safety qualification • CIPD Level 5
Experience, Skills & Knowledge	<ul style="list-style-type: none"> • The ability to converse at ease with parents/students and members of the public, and provide advice in accurate spoken English’ • High level of computer/secretarial skills • Experience of using educational data bases/school management information systems eg. SIMS, Bromcom • Excellent interpersonal skills • Experience of successfully managing teams, including dealing with matters of performance, capability and conduct • Understanding of and experience of the professional application of Data protection and GDPR 	<ul style="list-style-type: none"> • Experience of safer recruitment practices/the application of KCSIE

	<ul style="list-style-type: none"> • Experience of supporting Health & Safety systems through the creation and monitoring of Risk Assessments 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Excellent organizational skills • Good interpersonal skills and the ability to work effectively with a wide range of people across the organisation and external agencies and stakeholders • High level of discretion and confidentiality • Reliability, motivation, adaptability and resilience under pressure • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Motivation to work with children and young people and their families • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos. 	