

### Person Specification - Operations Manager

The Futures Trust and President Kennedy School are committed to safeguarding and promoting the welfare of Children and Young People, and require all staff and volunteers to share this commitment.

<b>Responsible to</b>	Headteacher and TFT Operations Director
<b>Grade</b>	7 (£32,234 - £38,890 per annum)
<b>Hours</b>	37 hours per week, all year round. A flexible approach to working hours is required
<b>Location</b>	Based at President Kennedy School with a requirement to travel to undertake work at or for academies within the Trust

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>	<b>Measured By</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE's grade C or above in English and Maths or equivalent</li> <li>Full driving licence and own transport</li> </ul>	<ul style="list-style-type: none"> <li>A recognised degree level Management / Business Administration qualification</li> </ul>	Application Form Certificates Licence
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent business planning and deployment skills</li> <li>An ability to challenge the status quo and deliver continuous improvement</li> <li>Adept and creative problem solver with a positive, 'can do' attitude</li> <li>Able to handle difficult situations and to make decisions which may impact across several areas of the school</li> <li>Good commercial acumen and an talent for delivering excellent customer service</li> <li>Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail</li> </ul>		Application Form Interview Presentation Exercise

<b>Skills and Abilities Continued</b>	<ul style="list-style-type: none"> <li>• Proven ability to develop effective professional working relationships with stakeholders across multiple functions and at all levels</li> <li>• Able to communicate effectively both verbally and in writing with a range of audiences (up to and including Governors)</li> <li>• Able to inspire, direct and manage people effectively</li> <li>• Strong leadership skills, including effective time management, prioritising and delegation techniques</li> <li>• Competent user of Microsoft Word, Excel, Outlook and PowerPoint</li> <li>• Able to learn to utilise school systems effectively</li> <li>• Able to maintain confidentiality</li> <li>• Able to plan for the efficient and effective use of available resources</li> <li>• Able to contribute to the development and maintenance of policies and procedures</li> <li>• Able to follow the school's safeguarding procedures and recognise when to report any concerns</li> </ul>		Application Form Interview Presentation Exercise
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Extensive experience of operational management</li> </ul>	<ul style="list-style-type: none"> <li>• Working in an education environment</li> </ul>	Application Form Interview Presentation

	<ul style="list-style-type: none"> <li>• Strong, proven leadership within a school or service sector environment</li> <li>• Experience of managing and developing a team of people, setting targets and conducting Performance Management</li> <li>• Experience of managing contracts and contractual arrangements</li> <li>• Risk management</li> <li>• Budget management</li> <li>• Setting targets and KPIs and monitoring delivery against these</li> <li>• Working to deadlines</li> <li>• Maintaining own professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Events management</li> <li>• Site and facilities management</li> </ul>	
<b>Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• All aspects of operations including site and facilities management, office management, cover, marketing, visitor management and reception (preferably in a school, charity or in the service sector)</li> <li>• Knowledge of relevant regulatory requirements and the need to manage compliance</li> <li>• Customer Service Delivery and the management control cycle</li> <li>• Relevant health and safety requirements</li> </ul>	<ul style="list-style-type: none"> <li>• School systems including SIMS</li> <li>• School applications and admissions processes</li> <li>• School related legislation and regulatory requirements</li> </ul>	<p>Application form</p> <p>Interview</p> <p>Presentation</p> <p>Exercise</p>

<b>Knowledge and Understanding Continued</b>	<ul style="list-style-type: none"> <li>• Safeguarding and promoting the welfare of children and young people, and that safeguarding is the responsibility of every individual</li> <li>• Safeguarding staff and students and an appreciation of how safe buildings and settings support this priority</li> </ul>		Application form Interview Presentation Exercise
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A professional role model who is committed to their own professional development and to developing others</li> <li>• Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It's about Learning, No Barriers.</li> <li>• Able to work calmly under pressure and withstand stress</li> <li>• Able to work flexibly, and to attend meetings and INSET days as required</li> </ul>		Application Form Interview

**Person specification reviewed by:** Victoria Hastie, TFT Operations Director

**Date:** April 2022