

## Job Description Operations Manager

The Futures Trust is committed to safeguarding and promoting the welfare of Children and Young People, and requires all staff and volunteers to share this commitment.

<b>Responsible to</b>	Designated Headteachers and the Operations Director
<b>Salary</b>	Negotiable subject to skills and experience
<b>Hours</b>	37 hours per week all year round a flexible approach to working hours is required
<b>Location</b>	Working across Trust Schools in Coventry including Stoke Park School

### Job Purpose

To directly manage or work with relevant colleagues to co-ordinate and oversee day to day operational functions in designated schools, including admissions, customer service, contract management, cover and estates and site management; facilitating the delivery of outstanding educational outcomes for the young people the Trust serves, and securing the delivery of effective, high value for money services and solutions.

### Duties and Responsibilities

#### Risk Management

- Work with colleagues to ensure that operational risks including unfilled places, data protection, site security, health and safety, and risks to business interruption and continuity are proactively and effectively identified, evaluated, controlled and managed.
- Ensure that the Trust's standard Business Continuity Plan and Risk Registers are utilised and implemented, and are regularly updated and reported on in accordance with Trust timescales.

#### Contract and Service Management

- Manage the Operations Budgets and authorise payments as delegated by the Headteachers and the Trust in accordance with the Trust's Procurement Policy, participating in Trust level procurement activities as required.
- Ensure that cover for absent teachers is managed in accordance with the requirements specified by the designated Education Lead, and support the work of Cover Co-ordinators to ensure that provision and safeguarding requirements are met.
- Ensure that all aspects of internal customer service and operations including telephony, reception, complaints and events management are high quality, and that they are measured regularly against Key Performance Indicators (KPI's) and reflect positively on schools and the

Trust, enhancing the school reputations and supporting schools to be first choice in their communities.

- Lead and manage relevant operational support staff at school level who are engaged in delivering the activities within scope of this role, ensuring that the Trust's H.R. policies and procedures are adhered to at all times.
- Assist in reviewing school administrative staffing requirements and with the recruitment of staff as appropriate.
- Line Manage the Marketing and Communications Officer and provide support on the operational elements of marketing and communications
- Oversee the visitor management process ensuring that appropriate safeguarding checks have been conducted on any visitors/contractors to the school in accordance with the School's Visitor Management Policy.
- Oversee First Aid provision in schools and provide support for educational visits working with colleagues with responsibilities in these areas.
- Drive continual improvement and outstanding performance across all operational functions as measured by an agreed set of KPI's.
- Ensure that third party suppliers deliver value for money and highly effective products and services, undertaking regular evaluation against agreed KPI's and Service Level Agreements and escalating performance data as specified by the Trust.
- Utilise advice and guidance from the Hub Estates Manager to ensure that the management of school estate and facilities are fit for purpose, that investment programmes are planned and implemented in accordance with budget, timescales and expectations regarding quality.
- Ensure that estates and facilities deliver the best possible educational outcomes and enrichment opportunities for learners, that they are geared to the needs of teachers across schools and are a source of competitive advantage for the recruitment and retention of teachers.
- Undertake and contribute to bid sourcing and writing on behalf of schools in order to secure investment including Condition Improvement Funding.
- Work with school leadership teams to ensure that school admissions are prioritised and systems are in place to ensure there is a relentless focus on ensuring that schools have no unfilled places.
- Ensure that activities within school operational functions are carried out in accordance with Data Protection Act and health and safety requirements, including overseeing the management of health and safety risk assessments and accident and incident reporting.

- Prepare reports and attend meetings as required including reporting to Governing Bodies and the Trust.

### Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfill the role of Operations Manager are up to date.
- Be a professional role model, and understand and promote the aims of schools and the values of the Trust.

Special conditions of employment
<p><b>Rehabilitation of Offenders Act 1974</b></p> <p>This job is exempt under the Exceptions Orders to the Rehabilitation of Offenders Act 1974. Appointment to this job is subject to an enhanced DBS disclosure being obtained, and any relevant cautions, convictions, bindover orders and warnings being considered.</p> <p>If the jobholder is arrested, summonsed for an offence or receives a conviction a bindover order or a warning given by a police force, they are required to inform the Headteacher of this fact immediately. Such information will be treated in confidence, so far as this is consistent with the safety of children, compliance with statutory child protection procedures and the Trust's relevant policies. Failure to disclose such information may result in disciplinary action which could lead to the termination of the jobholder's employment.</p>
<p><b>Safeguarding and Promoting the Welfare of Children and Young People</b></p> <p>The jobholder is required to follow all of the Trust's policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance 'Keeping Children Safe in Education'. The jobholder must take appropriate action in the event that they have concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.</p>
<p><b>Health and Safety</b></p> <p>The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or failure to act. Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances. Both can be accessed via the jobholder's line manager, and the jobholder is required to comply with these and to use any protective clothing or equipment as instructed at all times.</p>

### **Confidentiality and Data Protection**

The jobholder is expected to comply with the provisions of the Data Protection Act 2018. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy. Nothing shall prevent the jobholder from disclosing information that they are entitled to disclose under the Public Interest disclosure Act 1998 as amended, provided that the disclosure is made in accordance with the provisions of that Act/s.

### **Equality and Diversity**

The Trust is committed to equality and values diversity. As such the Trust is committed to fulfilling its Equality Duty obligations and expects all employees to share this commitment. The Duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.

### **Training and Development**

The Trust has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their continuous professional development and learning, and to attend and participate in any training or development activities required to assist them in fulfilling their role and meeting their safeguarding and general obligations.

### **The Trust Operates a Strictly No Smoking Policy**

This applies to all School premises and those where School services are provided.

**This job description reflects the major tasks to be carried out by the jobholder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.**

**This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder, and will be commensurate with the grade for the job. The jobholder is expected to comply with any reasonable management requests.**

**Job description reviewed by: Victoria Hastie, TFT Operations Director**

**Date: April 2022**