



Job Description

Role: Head of Operations

This job description gives an overall indication of the areas of responsibility of the position, but is by no means all encompassing or fixed. The post may include other duties and responsibilities as determined by management that fall within the general responsibilities of the post. St. Francis' College ('the College') is an equal opportunities employer.

Location:	Prep Department & Senior School
Accountable to:	The Head of Operations is directly accountable to the Head and is a member of the College Senior Leadership Team.
Responsible for:	The operational running of the College on a daily basis and the staff within operational departments. The Head of Operations shares PA support with the Deputy Head.

Overall Purpose of the Job

- Day to day leadership and management of the operations and facilities of the College.
- Management of various operations teams throughout the College.
- Management of the entire site, premises and facilities and strategic development of these as part of future planning.
- Management of the transportation available to the College, including the design and management of bus routes to/from College for students.
- Oversight of the Health and Safety Officer to ensure compliance with regard to statutory regulations.
- To plan, execute and manage the external lettings of the College during holidays and weekends, in conjunction with the Head of International Marketing and Holiday Education.
- Ensure that the site remains ready and able to be used as a place of education and/or commercial enterprise, under the direction of the Head.
- Contribute to whole-school decision making as part of the Senior Leadership Team.

Main Duties and Responsibilities

Policy, Strategic Direction and Planning	<ul style="list-style-type: none"> • To take full holistic ownership of the overall operations of the College. • Responsible for the vision and delivery of the operational side of school life. • Responsible for the strategic vision for Term 4 projects. • Responsible for the vision and development of capital projects. • Responsible for the vision, creation and implementation of processes that ensure the maximum efficiency and effectiveness of the operational life of the school. • Creating, maintaining and evaluating policies regarding the operational running of the College. • Reporting to Governors and the Senior Leadership Team on the operational running of the College. • Contribute to the College Development Plan and the Annual Site Plan, considering the state of the fabric of the buildings and grounds and managing any repairs. • Manage risk assessments for the safe operation of the operations teams and those that study, work or visit the site. • Be aware of statutory changes and implement College policies and procedures accordingly. • Project management of new building and/or refurbishment projects. • Ensure that the site remains secure for staff, students (including boarders) and visitors.
Estates Management	<ul style="list-style-type: none"> • Responsible for a vision for the future state of the Estate. • Oversight of building management, maintenance and day-to-day upkeep of all buildings, as well as ground maintenance and security. • Project management of proposed new building projects, as well as renovation to existing buildings. • Propose, plan, deliver and evaluate contributions to the College Development Plan regarding the Estate. • Management of the Estate during holiday education programmes. • Manage the operations teams with responsibility for the Estate. • Be on call to deal with emergencies regarding the Estate.
Health and Safety	<ul style="list-style-type: none"> • Line manage the Health and Safety Officer, ensuring that they are keeping the College compliant with all statutory guidance. • To ensure that the Senior Leadership Team and Governors are fully aware of all matters regarding health and safety. • Performance manage the Health and Safety Officer. • Deal with all HR matters regarding the Health and Safety Officer.

Operations teams	<ul style="list-style-type: none"> • Lead and manage the various operations teams (and team leaders, where appropriate) which fall under the responsibility of Head of Operations: catering, transports, grounds, cleaning, maintenance, theatre, health and safety. • Ensure that each team is carrying out its duties fully, safely, effectively and in compliance with statutory guidance and best practice. • To ensure that these teams are all line managed effectively, with all HR policies and budgetary procedures followed. • To manage and/or oversee the budgets of the various operations teams. • To ensure consistently high standards of each of the operations teams. • To manage complaints regarding any of the operations teams. • To ensure that the College Development Plan and priorities are communicated to the various operations teams. • Ensure that all staff within the operations teams have access to relevant and meaningful professional development. • Deal with underperformance of any member of the operations teams. • Ensure all new staff in the operations teams are inducted fully. • Manage complaints regarding the operations teams. • Report to the Head on the work of each of the operations teams. • Stand in, when required, if absence or other circumstances prevent a member of a team from fulfilling their role. • Ensure that the operations teams are fully compliant with statutory guidance, including ISI and KCSIE guidelines.
Senior Leadership Team / Business Development	<ul style="list-style-type: none"> • Accountable to the Head as a Senior Leader, acting in the name of the Head where necessary. • To strategically formulate plans and initiatives to drive the College forward. • Contribute fully to all meetings, briefings and discussions at SLT meetings. • Attend all whole-school events. • Participate in all SLT duties, including those involving pupils. • Regularly liaise with the Boarding House to ensure that the Boarding House complies with National Minimum Standards. • Undertake all tasks deemed reasonable by the Head. • Sustaining and increasing non-fee income, including grants and lettings in line with the overall strategic plan • Support the Head in the preparation and presentation of Business Cases for major projects. • Regularly report to Governors and be part of the Finance and General Purposes Committee, as well as Full Board. • Assisting with the marketing and development of the College.
General Duties	<ul style="list-style-type: none"> • Attend all training and INSET as required by the Head. • Management of the PA to the Deputy Head and Head of Operations, in consultation with the Deputy Head, and their workload. • All other tasks deemed reasonable by the Head of the College.

General

Owing to the presence of students in the College, strict rules governing staff behaviour and, in particular, regarding access to areas of the College, are in place. Details may be obtained from the Bursar.

Training and Work Equipment

The Head of Operations will be expected to hold a First Aid qualification. The College will provide training or pay reasonable training costs where the need arises. "Everyday" work equipment and Personal Protective Equipment, if required, will be provided by the College.

Person Specification

Role: Head of Operations

Essential	Desirable
<p>Education:</p> <ul style="list-style-type: none"> • Education to degree level and possessing a professional or business qualification. • Evidence of ongoing professional development in an operational field. 	<p>Education:</p> <ul style="list-style-type: none"> • Membership of relevant professional bodies.
<p>Skills:</p> <ul style="list-style-type: none"> • Acts as a leader, not a manager. • Excellent analytical skills. • A proven ability to drive and manage change. • Excellent initiative. • Excellent ability to work independently. • Excellent strategic thinker. • Excellent management of stakeholder relationships. • Excellent decision making abilities. • Excellent communication skills. • Excellent collaborative skills. • Excellent leadership qualities. • Excellent higher-order thinking skills. • Excellent IT skills. 	<p>Skills:</p> <ul style="list-style-type: none"> • Excellent ability to network with other ILG and GSA schools.
<p>Experience:</p> <ul style="list-style-type: none"> • Successful senior management experience, to include strategic planning, administration, financial management and project control. • Experience of managing health and safety, e.g. IOSH Managing Safety • Experience of property and facilities and/or site development. • Experience of being a leader of multiple teams, managing HR, performance management, operational and budgetary priorities. • Experience of working as part of a wider leadership team. 	<p>Experience:</p> <ul style="list-style-type: none"> • Experience of running holiday education programmes. • Experience of working with children.
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of income generation activities and how to execute them. • A knowledge of hospitality. • A clear understanding and interest in the running of multiple teams. • Background in buildings and estates. • Knowledge of health and safety to hold the Health and Safety Officer to account. 	<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of the Letchworth Heritage Foundation. • Knowledge of school settings.
<p>Personal Qualities:</p> <ul style="list-style-type: none"> • Excellent ability to work independently, as well as a Senior Leadership colleague. • Extremely organised. • Energetic and proactive. • Highly adaptable. • Resilience. • Sense of humour. • Have the trust of senior colleagues. • A 'can do' and 'go get' attitude. 	<p>Personal Qualities:</p> <ul style="list-style-type: none"> • Willingness to go above and beyond.