



# Haileybury

## Job Description

**Job Title** : Operations Manager  
**Responsible to** : Deputy Estate Director  
**Responsible for** : Operations  
**Last reviewed** : July 2022

### **Job Outline and Purpose:**

The Estates Department at Haileybury is responsible for a wide range of Estates Services including: -

- Capital Projects
- Planned and Reactive Maintenance
- Operations (Security, Porterage)
- Helpdesk and Administration
- Domestic Services
- Grounds Management
- Transportation

The Operations Manager will work with the Deputy Estate Director to manage various areas of his remit which include Operations, Helpdesk and Administration, Domestic Services and Transportation. The Operations Manager will be responsible for leading a variety of different disciplines ensuring a first class service is delivered to the school. In addition they will need to work closely alongside the other members of the Estates Management Team in coordinating delivery of services across the estate.

The Operations Manager will require the support of all other support services with whom close working relationships are essential and will be a key figure in the Operations and Lettings groups.

There is to be no demarcation at Haileybury as service is key. The Operations Manager will be supported by the Deputy Estate Director, Estate Director, Bursar and SLT to ensure that appropriate support is available from the required departments.

### **Duties:**

The post-holder will:

- Be the senior support staff manager within the Estates management team leading on many issues within operations meetings
- Line manage their direct reports by carrying out regular 1-2-1's and appraisal meetings at appropriate intervals. Ensuring that there are suitable reporting methods in place for monitoring direct reports workflows and
- Be responsible for ensuring that all routines and workflows within these departments are documented by the appropriate manager/supervisor, while personally ensuring regular quality control audits are established to ensure compliance and high standards
- Play an active part in leading the security of the site from both a strategic and operational perspective. Ensuring the site is secure and the security detail is appropriately trained and briefed to demonstrate a responsibility to protect it and all who enter it
- Be the lead Estates representative on all school events ensuring sufficient resources are available for setting up events, providing sufficient security and traffic management

- Produce development plans for each area of responsibility and manage the appropriate budgets
- Troubleshoot and plan, knowing the School calendar and predict, well ahead of time, points at which site services may be under pressure due to conflicting demands, reacting accordingly
- Be part of the calendar committee advising on suitability of the timing from the point of view of service delivery
- Ensure there is a consistent service to all pupils seven days a week

Due to the nature of the site being a residential boarding school there is a requirement for 24/7 operational cover. As such the post holder will be required to work hours required to fulfil the needs of the school attending and overseeing events during some evenings and weekends and being contactable for out of hours emergencies.

The nature of this role lends itself readily to continual improvement and the Operations Manager will be required to reflect on processes and events to ensure lessons are learned from under performance while successes are recognised and incorporated into future planning. This will involve close liaison with the many stakeholder groups.

The Operations Manager will be the cohesive element binding the provision of support services together to ensure the full weight of effort put in by members of the team translates to an effective service for pupils and parents in the support of teaching and learning planned and directed by the Schools' teaching staff.

It should be noted that this job description identifies the current principal duties of the post; it does not detail every task to be undertaken. The post-holder will be required to undertake any duties as required by the Line Manager, which fall within their capabilities or the requirements of the School.

## **Person Specification**

### **Experience**

- Work in a management role in the operations/services sector
- Experience of managing both income and expenditure budgets
- Experience of logistics and event planning
- Broad knowledge of health and safety operating protocols and regulations

### **Skills**

- Strong leadership
- Good at strategic thinking and direction
- Demonstrate diplomacy at all times
- Resilience
- Firm but fair approach
- Setting and delivering high standards
- Organised and efficient
- Reflective with the ability to embrace change
- Able to embrace the use of technology to manage and improve services

### **Qualifications**

- Educated to degree level or equivalent
- Management or supervisor qualification

### **Child Protection at Haileybury**

In addition to their job description, the job holder should be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons who they may come into contact with whilst at Haileybury.

### **Health & Safety at Haileybury**

Under the Health and Safety at Work Act 1974 and associated legislation, colleagues at Haileybury are expected to comply with health and safety requirements at all times, including but not limited to Risk Assessments, COSHH, PPE, Manual Handling and to follow Haileybury policies and procedures. Specifically, colleagues must continuously carry out all duties in a manner, which endangers neither themselves nor others. If you consider something is unsafe or likely to cause injury or ill health, you must rectify it if safe to do so, or report it to your immediate manager or the Health and Safety Manager.

### **Data Protection at Haileybury**

The School will comply with its obligations under the prevailing data protection legislation when processing your personal data. For further detail in this regard you should refer to the School's Data Protection Policy and the Staff Privacy Notice which can be found on the website <https://www.haileybury.com/privacy-notice>