

Operations Supervisor

October 2025



Welcome

Thank you for your interest in Haileybury. This is an exciting opportunity to join a highly successful school which is moving forward with confidence and a real sense of purpose. Haileybury was last year chosen as the 'Boarding School of the Year' by TES and, in 2023, was announced as the UK's best fully co- educational IB school.

Haileybury is a dynamic, outward-looking and future oriented school. We want our pupils to leave school with the values, skills and credentials they will need to thrive. We want our provision to be 21st Century relevant. We have recently completed a world class STEM facility, which allows our pupils to take part in research projects no other UK school can offer, and only a handful of other schools around the world can provide. Our attention is now turning to our next set of ambitious ventures.

We are ambitious and we pursue excellence, but Haileybury's success is built on the strength of each person's commitment to doing the very best they can for our school. If you feel excited by the prospect of being a member of a dynamic and successful team, then we would welcome your application.

Eugene du Toit
The Master



The School

Haileybury is a co-educational boarding and day school for pupils aged 11-18. There are currently over 900 pupils at the School. Demand for places and pupil numbers has increased dramatically in recent years.

The Haileybury of today enjoys an excellent worldwide and national reputation. This reputation is primarily based on the very high standard of education that is provided at the School. This was reflected in the report written by the ISI Inspection team who visited the School in October 2022. The report gives a clear picture of a progressive, ambitious school which offers its pupils the very best all-round education. A copy of the report can be viewed [here](#).

Haileybury is a dynamic, outward-looking and future-oriented school. It aims to provide high academic achievement, outstanding pastoral care and a rich and varied co-curricular programme; we want our pupils to leave school as confident, rounded and ambitious individuals. As a large, diverse community, the fundamental values of service, empathy and respect are essential. Pupil voice is important and there are many opportunities for pupils to express their opinions, including an active Pupil Senate. The team of teaching and operations staff are dedicated and highly professional.

Haileybury comprises a dedicated Lower School (Years 7 and 8), a Middle School for Years 9-11 and a Sixth Form of around 360 pupils. All senior pupils are boarders or day pupils in one of the 12 senior Houses. There is also a junior boarding House and a junior day House. The Houses are set within the extensive campus grounds, and most of the teachers are also accommodated within 5 minutes walk of the School. The sense of community at the School is especially strong.

Haileybury has a vibrant academic culture. Its curriculum model is distinct and in the Sixth Form pupils have the choice of following the International Baccalaureate Diploma Programme (IBDP) or A levels. The most popular UK university destinations include Oxbridge and the Russell Group; Haileybury's pupils also achieve places at top North American and European universities.

Haileybury has a strong international dimension with two partner schools operating in Kazakhstan, and one each in Bangladesh and Malta. Haileybury is the sponsor of Haileybury Turnford, a nearby academy, and enjoys a well-established partnership with the school.



Haileybury

The role

The Operations Supervisor is responsible for coordinating and overseeing the Operations Assistants to provide an exceptional level of customer service.

Working with key stakeholders, they will ensure that the day-to-day functioning of the School, through the Operations Team, is delivered to the highest standard in the provision of services across the site.

This full-time position involves working 40 hours per week, 52 weeks of the year on a rota basis. They will be required to work flexibly to ensure the smooth running of the department within a boarding school environment. The post-holder will be required to attend key school days including Open Day, Welcome Day and Speech Day etc

The Operations Supervisor will report to the Estates Director.

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.



Responsibilities

- Line manage a team of Operations Assistants.
- Carry out regular reviews of the rota, ensuring suitable cover is in place for events and arranging cover for staff absences.
- Management of annual leave requests, sickness absences, and applicable administration.
- Staff training and development, including induction training of new staff.
- Oversee the Operations and Logistics Assistant, ensuring set up for events, correct signage, furniture setups and resources (i.e. Parking Marshalls) are in place.
- Ensure parent traffic is correctly controlled around the site at particularly busy times; the start and end of terms.
- Oversee the day to day operational element of the waste management contract, monitoring contractor performance and report any performance issues to Estate Director.
- Liaise with the external security contractor and ensure their performance against agreed Assignment Instructions.
- In collaboration with the Estate Director, review current processes and procedures identifying and implementing any identified areas for improvement.
- Be diligent in their duties and ensure procedures are followed to keep themselves, their colleagues and school property safe and secure.
- Work cooperatively with colleagues to ensure the site is run efficiently.
- Undertake tasks requiring the use of manual handling techniques.
- Keep the management team up to date and informed about all allocated areas of responsibility and to report any significant problems as appropriate and within a reasonable time frame.
- Establish and maintain effective communication channels and efficient/effective working relationships with other colleagues, customers and third parties.
- Make use of appropriate equipment and facilities in order to complete duties in the most efficient and effective way.
- Ensure and promote the correct use and operation of machinery and equipment and report any breakdowns to Maintenance management.
- Ensure the security of departmental vehicles, tools, machinery, buildings and equipment at all times.
- Complete all duties effectively, efficiently, accurately, and within allocated deadlines.
- Undertake appropriate training to ensure that skills remain up-to-date and commensurate with the first class service required for this role.



Other requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality and Diversity

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.



Person specification

Qualifications, Skills and Experience

Essential

- Good general level of education, to GCSE level or equivalent
- Full UK driving licence
- Excellent organisational and time management skills
- Experience of supervising or managing others, ensuring best practice and consistent service delivery
- Proven experience working in either facilities, security, domestic services or post room sectors
- Good literacy and numeracy skills
- Excellent written communication skills
- Excellent customer service skills

Desirable

- First Aid Certificate
- A sound knowledge of Health and Safety protocols
- Basic level of computer literacy, particularly Google Workspace

Personal Attributes

- Ability to communicate effectively with people at all levels in an organisation; ability to relate to young people
- Ability to work under pressure
- Ability to work unsupervised and use own initiative
- Willingness to work flexibly when required, and the ability to adapt to the needs of the role
- Discretion, tact and diplomacy, and the ability to maintain strict confidentiality
- Conscientious, trustworthy and reliable



Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, at certain times, and participate in the Cycle to Work scheme.

Staff are also provided with lunch within our magnificent dining hall.

Other benefits include 25 days annual leave with enhanced entitlement for long service, pension and group life assurance.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. The School has a full-time Health and Wellbeing Centre and Chaplain.



Application process

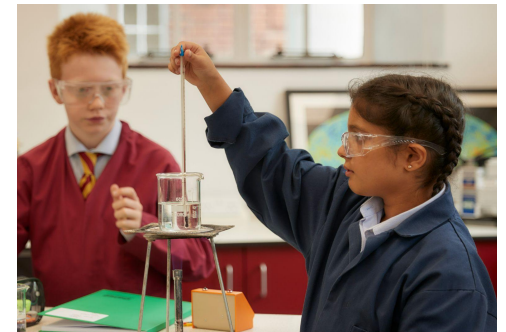
To apply for this position, please complete the application form in full, with reference to the candidate brief, and return it to hr@haileybury.com by **midday on Friday 31 October 2025**.

Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





Haileybury

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