

Bishop's Hatfield Girls' School

Job Description

JOB TITLE:	Business & Operations Manager
REPORTS TO:	Headteacher / Business & Operations Leader
SALARY RANGE:	M4-M5 depending on skills and experience (an additional allowance may be available for an exceptional candidate with capability and experience to deliver at senior leadership level)
Date reviewed:	January 2024

Main Purpose of Job:

Responsible for financial and operational leadership of the school through direct and indirect reports including: financial strategy and oversight, maximising school income, assets and resources to ensure the school's financial health into the future; operational strategy and management of all non-teaching aspects of school including projects and change programmes; acting as Company Secretary.

Responsible for:

Leading the school support staff, and in particular leading a team of key direct reports:- Finance Manager, Facilities & IT Manager, HR Officer, Administration Manager, Communications Manager.

Actively managing all school contracts including outsourced functions:- catering, IT support and licences, building and grounds management.

The job holder must provide a strong lead to ensure that support functions (including those which are outsourced) are providing high standards of customer service and excellent support to the school's overall vision and purpose.

The Business Manager will work closely with the Senior Leadership Team, which has responsibility for the strategic management of the school and the development and delivery of the school improvement plan.

Financial management

To act as Chief Financial Officer, leading on all aspects of financial management from financial planning and budget setting to monitoring and controls.

- Allocating, controlling and accounting for the financial and material resources of the school in accordance with the policies of the school.
- Prepare an annual budget for approval by the Headteacher and Governing Body with the aim of ensuring a surplus, ideally for future investment into the school.
- Identifying any causes (or potential causes) of significant variances to the budget and to recommend prompt corrective action, to ensure financial goals, targets and budgets are met.
- Ensuring proper financial recording is undertaken (including income and expenditure accounts and balance sheets) and that reports of the material and financial affairs of the school are produced to the Governors in accordance with the requirements of the Department for Education and Charity law
- Drafting school policies for Headteacher or Governor agreement
- Monitoring income and expenditure in relation to the budget, cashflows etc. having overall responsibility for them and presenting regular management reports including year end reporting
- Managing internal and external audit procedures as necessary and ensuring recommended actions are taken
- Producing and maintaining statistical records such as KPIs
- Preparing long-term assessments of future financial performance or financial modelling of projects as required

- In conjunction with the Finance Manager: ensuring employees are remunerated accurately through payroll partners including ensuring tax and pension regulations are met; ensuring payments are invoiced and collected, ensuring that any bad debt is pursued; ensuring financial systems and procedures are in place for school activities such as trips and ensuring appropriate investment of surplus funds
- Supervising and procuring insurance in all forms

Line Management and Appraisal

- To provide overall leadership to support staff within the school
- To ensure appropriate resourcing and deployment of support staff to meet the school's needs
- Ensure an appraisal policy and process is in place for support staff and to oversee this
- Carry out moderation of objectives and performance to ensure the policy is fairly applied across staff
- Carry out appraisals of those support staff directly line-managed

Human Resources

- Provide HR leadership support to the Headteacher to include organisational, pay and other advice (e.g. on disciplinary, grievance and capability procedures, training needs) as required
- The provision of wider structural and organisation support to the Head or Governors as required
- Leadership of the recruitment process for support staff
- Ensuring the provision of induction and basic skills training (such as IT training, but not educational) to staff.
- Resolving HR issues which may arise and which may lead to the informal or formal action in accordance with the school disciplinary and probationary procedures from time to time
- Overseeing personnel processes and systems including absence reporting and record keeping
- Drafting HR and employment policies for agreement by the Headteacher and Governors

Procurement

- Establishing clear cost effective purchasing procedures and controls for all supplies and services including tendering of larger contracts as required
- Ensuring that all school contracts placed are done so to deliver best value for money and monitoring these throughout their term
- Overseeing a contracts register of all commitments, ensuring these are reviewed prior to termination dates
- Ensuring robust processes are in place for purchasing across departments and in line with the Schedule of Financial Delegation

Facilities

Strategic management of the use and development of the buildings and grounds, and leading the Facilities team on all aspects:

- Overseeing the Hard Facilities management contractor to ensure good maintenance of school buildings: preparation and on-going updating of the planned maintenance programme, implementation of unplanned maintenance and keeping records
- Planning maintenance programmes, capital or change projects and to procure service contracts, equipment and supplies as required ensuring a good quality of service and delivery against specifications
- Ensuring compliance with Health and Safety legislation
- With the Facilities Manager, ensuring the security and cleanliness of buildings; maintenance of fire protection and escape equipment; ensuring appropriate lighting, heating and ventilation, fresh water and drainage; ensuring the good maintenance of all equipment and furniture
- With the Facilities Manager, ensure the upkeep of playing fields, amenity areas, hard landscaping and tennis courts and maintenance of boundaries, paths and roads
- Ensuring utilities and waste services are procured to provide best value for money and to manage such contracts

Letting of school facilities

To maximise income from the school facilities by the letting of these to outside organisations and clubs

- To oversee the contracts and pricing of such arrangements

- To ensure the school provides appropriate resource and that facilities are clean and tidy for such lets
- To liaise with hirers and school staff as required to manage the site diary, conflicting demands for resources and any issues which may arise.

Health and Safety

To ensure that the school is a safe place to work and to learn

- Organising Health & Safety inspections and ensure annual review of risk assessments
- Ensuring recommendations arising from inspections are implemented
- Reporting on Health & Safety issues to Governors when they arise

Marketing and Fundraising

Responsible for leading the school's communications manager and specifically:

- Maximising income through grant applications, fundraising and donations
- Leading initiatives to achieve the above
- Overseeing the engagement of the community through the school website and social media
- Ensuring that school promotional materials are developed and distributed
- Ensuring that the website complies with regulatory requirements

Catering

- Lead the procurement of catering services to meet the needs of the school
- Ensuring the contract delivers good quality standards of food and service
- Reviewing compliance with all Health and Safety and Environmental Health regulations and budgetary targets
- Negotiating price structures including for hospitality and events

IT Services

- Lead the procurement of IT support services
- Ensuring that good quality IT services are delivered through the contract to provide IT support to all teaching and support staff, delivering projects and services in accordance with the requirement specifications and service agreements
- Planning IT change projects in conjunction with the school's Educational IT Lead and to procure hardware, support and software licence agreements as required
- Developing IT policy as required including the IT Acceptable Use Agreement
- Maintaining an asset register of equipment and warranty covers

Transport

- Ensuring the school minibus is maintained and certificated annually and appropriate systems are in place for routine checks and inspections
- Ensuring school drivers are appropriately trained, licenced and insured

Legal and Compliance

To ensure the school meets all legal obligations under current legislation:

- Acting as Data Manager for the School and ensure compliance with the Data Protection Act and General Data Protection Regulations, referring issues to the Data Protection Officer as required
- Liaising with solicitors as required on behalf of the school on areas such as employment law and contract law

Company Secretary and support to the Governing Body

- Ensuring all obligations are fulfilled under Company Law and that all statutory filings are made in a timely manner (Charities Commission, Companies House)
- Ensuring all processes are in place for new Governors/Members including appropriate checks, registration and access to school systems and maintenance of a register of members
- Advising on content of the draft agendas for school committee meetings and full Governing Body meetings

- Acting as Clerk to the Finance and Resources Committee and other meetings as required

General Responsibilities

- Contributing to the development and implementation of the School Improvement Plan in relation to operational matters
- Undertake supervisory or leadership duties as required or in the absence of colleagues
- Deal with parental or staff concerns, complaints and questions

Personal and professional standards

- Support the aims and ethos of the school as defined in the school vision and values.
- Maintain confidentiality at all times.
- To set a good example in terms of professional dress and appearance, punctuality and attendance.
- Take responsibility for personal development making full use of the school's professional development opportunities and training.
- To participate in performance appraisal, as required by the school's policies and practices
- To attend team and staff meetings and training as appropriate, contributing actively whenever possible.
- To provide a courteous, prompt and polite service to all members of the school community including parents, students, all staff and visitors.
- Support whole school activities or events such as open events, fairs and staff meetings.
- Be aware and comply with all relevant policies and procedures within the school particularly those relating to child protection, equality, health and safety, code of conduct and confidentiality. It is the duty of all colleagues to report breaches of school policies or procedures to the Business Leader or Headteacher.

Person Specification

The below is not an exhaustive list, nor is it essential to have detailed experience or expertise in every area. Most importantly we are looking for candidates who have the ability to support our vision and values and are keen to learn and develop themselves. It is not essential for the post holder to have had extensive experience of working in schools or educational settings. It is important that there is a commitment to the education of young people and a desire to help them to achieve their potential and enjoy the educational journey, as well as a strong background in operational management.

Qualifications and knowledge

First degree or equivalent

Further business-related qualifications desirable

Understanding of safer recruitment and safeguarding

Understanding of financial management and accounting principles

Understanding of HR practices desirable

Understanding of the regulatory environment and committed to compliance

Knowledge of Health and Safety regulations and practices desirable

Knowledge of GDPR desirable

Skills and experience

Financial acuity and experience of financial strategic planning and budget management

Strong commercial acumen and experience of contract management

Proven track record of achievement in a senior role

Experience of leading and managing a multi-disciplinary team

Strong project skills and change management experience

Good interpersonal and communication skills

Ambitious, both personally and for the school
Able to inspire, challenge, motivate and empower others
Good at thinking creatively to anticipate and solve problems
Negotiation skills
Demonstrates energy, enthusiasm and integrity
Good organisational skills and ability to implement efficiencies
Ability to see the big picture whilst not losing sight of the details
Excellent numeracy, literacy and IT skills

Equalities

Be aware of and support differences and ensure that all pupils have equality of access to opportunities to learn and develop.

Disclosure and Barring Service

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of the school's pre-employment checks.

Job context

The current post holder (Business & Operations Leader) is due to retire following a period of handover, coaching and guidance, as well as support with delivering the school's current financial strategy and programme of projects.

This is a significant role within the school and there is the potential for progression onto the Senior Leadership Team in the future.

Additional Information

Working hours will be agreed with the Headteacher, and anticipated to be full time, throughout the year with a holiday entitlement of 28 days (prorated and increasing with length of service). There is the opportunity to request part time working and / or additional unpaid holiday leave. As a school we are committed to supporting staff with their workload and work pressures. The nature of this role means that there will be times where extended days will be required in order to attend school events or governor meetings out of normal hours or during peak periods. Please refer to the Contract of Employment part 2 and the Support Staff TOIL and Holiday Working Policy for terms and conditions.

All staff are responsible for the safeguarding of pupils and for compliance with the school's code of conduct.

This job description is current at the date shown and may change over time according to the school's needs. Employees will be expected to comply with any reasonable request from the Headteacher to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to parents/carers, visitors and telephone callers. The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is not always possible to define completely the duties and responsibilities attached to posts and some variations may be necessary from time to time.