
Job Description for Operations Officer

Responsible to: Headteacher
Based at: Brinsworth Academy
Salary: Band G
Hours: Full time (52 weeks)

OVERALL PURPOSE OF THE POST

This description is not intended to be exhaustive and is a general outline of the typical duties and responsibilities expected to be carried out. This job description places strong emphasis that all duties will be carried out under the supervision and guidance of the relevant manager.

As operations officer you will lead the day-to-day running of school operations working directly to the Headteacher. You will work across a range of functions including the line management of all administrative processes, cover and school visits, also, acting as a key point of contact for staff, students, and external visitors regarding all operational matters.

You will also take a lead on the implementation of health and safety, GDPR protocols, reporting issues as appropriate

MAIN DUTIES

Cover

- Cover diary management – ensuring staff check cover availability prior to completing leave of absence form.
- Organising cover for staff sickness absence/planned absence.
- Liaising with supply agencies to ensure the appropriate level of cover is obtained.
- Ensuring that cover work is received in order to distribute to Cover Supervisors/supply staff.
- Meet all supply staff in arrival and ensure appropriate introduction to department personnel
- Reporting to the Headteacher on a half termly basis as and when required.
- Line management and deployment of cover supervisors

Management of Educational Trips and Visits

- Lead the organisation and delivery of school events, trips, and logistical requirements, including:
- Meet with staff to discuss upcoming educational visits, ensuring relevant training has been delivered.
- Check the Evolve system to make sure that all the risk assessments and documentation are uploaded, and are fit for the purposes of the trip, as well as ensuring any nominated first aiders have a valid first aid certificate.
- Complete all relevant processes via Evolve and send to DSL for approval.
- Work with relevant staff members to complete risk assessments, ensure letters reflect the risk assessment requirements, e.g. if the visit returns after the end of the Academy day ensure parental letters state this.
- Booking and arranging transportation for trips/visits.
- Make follow up phone calls to parents for consent purposes.
- Forward to the Headteacher and senior team a list of staff and students absent on the day of the visit.

Health and Safety

- Ensure that all health and safety incidents are logged through the incident reporting system with minor incidents followed up with appropriate action.
- Immediately inform the Trust Health and Safety Manager of any incidents that could require a RIDDOR report to be completed.
- Schedule in partnership with H&S Secondary Trust Lead evacuation and lockdown drill in line with NCLT guidance.
- Observe all evacuation and lockdown drills and complete a drill record, identifying potential improvements to existing procedures, and ensure steps are taken to improve procedures in a timely manner.
- Attend the termly health and safety committee meeting and present site specific data as requested by the chair of the meeting.
- Ensure first aid procedures and rotas are sufficient to provide timely support to staff, students and visitors.
- Provide advice and support to staff on the completion of COSHH risk assessments
- Maintain a site COSHH inventory based on information provided by individual departments
- Share details of COSHH arrangements with staff
- Prepare a COSHH inventory
- Ensure COSHH assessments are completed for all hazardous materials used in the faculty/ department
- Make COSHH assessments available to staff
- Ensure staff have access to appropriate PPE
- Highlight to H&S staff where COSHH assessments indicate a requirement for exposure monitoring or health surveillance

GDPR/Information

- Lead GDPR compliance and ensure maintenance of accurate records and documentation in line with GDPR and school procedures
- Work with the Trust Director: GDPR to ensure that in the Academy legal requirements, policies and processes are effectively followed. This includes monitoring staff use of data and actively reducing the likelihood of data breaches through suitable processes and procedures.

Estates/Cleaning/Catering

- Co-ordinate, oversee and monitor all aspects of school transport (including but not limited to minibus and taxis) liaising with relevant SLT Lead where issues arise.
- Have an overview of the ticketing system for operations.
- Be the school lead to the catering provider on all school meals and the catering provision.
- Ensure the site team are aware of any additional hours the building will require opening eg lettings, school events.
- Escalate repairs and operational requests to the Estates Supervisor using job ticketing system.
- Regularly communicate with the Estates Supervisor with any specific concerns relating to site presentation or site cleanliness.
- Attend Trust ½ termly update meetings on Estates budgets.
- Regularly communicate with the Trust Estates team with any concerns.
- Attend termly meetings with the Director of Estates and the headteacher. Attend weekly meetings with the Secondaries Estates Lead and Headteacher
- Escalate repairs to trust staff where additional support is required
- Notify the Trust when contractors have attended sites and completed planned / statutory compliance checks/tasks

Reception, Office Specific Administration and Whole School Support

- Ensure the effective delivery of the schools administration processes including the line management of reception and reprographic staff.

- Under the direction of the line manager undertake the efficient operation of the MCAS service, clerical procedures and systems concerned with the operation of the Academy.
- Under the direction of the line manager, provide administrative support for all senior leaders and curriculum areas as required including letters to parents/carers, producing documents etc.
- Use of various software packages including Microsoft Office, Bromcom and School Cloud etc.
- Produce formal minutes of meetings as required.
- Contact parents/carers and other external agencies as required.
- Effectively deal with general calls to the Academy, triaging and re-directing as necessary.
- Attendance at after school events within contractual hours.
- To be responsible for organising annual photographs. To include planning of the day, data collection and distribution.
- Provide cover to allow the Academy's Reception to be open at key times during academic holidays within contracted hours.
- Provide Reception cover during busy periods, lunchtimes, periods of absence of the Receptionist. In doing so the post holder will;
 - Provide a first class, professional service to any visitors or telephone callers to the Academy.
 - Effectively deal with all telephone calls to the Academy switchboard, re-directing calls to Academy colleagues as necessary.
 - Relay messages accurately and in a timely manner to staff and students.
 - Receive, filter and redirect enquiries as appropriate.
 - Receive visitors to the Academy and answer routine enquiries.
 - Maintain the office records (filing systems, etc.).
- Provide cover and support for the reprographics function of the academy including during busy periods and absence.

Events and Parents Evening

- Ensure that all events are logistically planned and delivered effectively.
- Setup and coordinate any appointment booking systems prior to events.
- Ensure any catering, trophies and other specific requirements are delivered as required.
- Administer school letting opportunities for the school's site and liaise with the Trust Estates Secondary Lead to deliver this.

Parental Communications

- Be responsible for ensuring all parents/carers are logged onto MCAS.
- Administer the School Cloud. Create accounts/usernames etc, liaise with parents/carers, chasing appointment bookings, amendments to appointments.

General

- To be familiar and comply with all relevant Health and Safety, Operational, Personnel, Data Protection and Financial Regulations, policies and procedure.
- To ensure equality of opportunity is afforded to all persons both internal and external to the Authority, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- Carry out lunch duty to supervise students on a maximum of 2 lunch duties per week, as required.
- Other duties and responsibilities commensurate with the grade of the post that may be required to be undertaken at the discretion of the Headteacher.

This job description is subject to amendment, from time to time, within the terms of your conditions of employment, but only to the extent consistent with the needs of the Academy/Trust, and only after consultation with you.

All staff and senior post holders have a duty for safeguarding and promoting the welfare of young people. Staff must be aware of the college procedures for raising concerns about students' welfare and must report any concern to the designated officers without delay. Staff must also ensure that they attend the appropriate level of safeguarding training identified by the Trust as relevant to their role.

The post holder's duties must at all times be carried out in compliance with the Trust's Equality and Diversity Policy, and the post holder must take reasonable care of the health and safety of self, other persons and resources whilst at work. This entails supporting the Trust's responsibilities under the Health and Safety Act.

All staff are expected to support the achievement of the Academy/Trust's mission and strategic objectives and to demonstrate its values through their behaviour.

Person Specification for Operations Officer

There will be various opportunities for you to demonstrate you have the necessary attributes for this role such as through completion of the application form, at interview, during any tasks and through your provided references.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Relevant Experience	• Experience of using computerised administration systems, in an administrative context. • Experience of successfully working in an administration environment. • Experience of working under pressure and deploying a flexible approach to changing priorities. • Experience of using Microsoft Excel and Word to an good level.	• Experience of working in a school/college environment. • Experience of working in a HR team.
Education and Training	• Good standard of general education at GCSE level or equivalent. • Confidence in using IT software and equipment. • Willingness to undertake further training relevant to the post.	• Evidence of continuous professional development.
Special Skills and Knowledge	• Knowledge of current education policy and legislation. • Ability to produce accurate and professional written materials and reports to deadlines. • Customer service/care approach to work. • Attention to detail/accuracy. • Good problem-solving skills. • An understanding of how to handle sensitive information of a highly confidential nature.	
Personal Skills and Qualities	• Ability to communicate with staff/external agencies at all levels. • Ability to work effectively as part of a team, following pre-defined procedures, but also to work using your own initiative. • Ability to influence and persuade managers to develop best practice and performance. • Openness to change and innovation. • Ability to organisation and prioritise your own work, working to tight deadlines, to meet job demands.	

Additional Factors	• Ability to cope with unexpected situations. • Enthusiasm and commitment for the post. • An interest in working in the education sector. • Commitment to continuous professional development and willingness to learn from experience and practice. • Commitment to equal opportunities and safeguarding.	
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