



Job Description: Primary Operations Manager

Reporting to: Principal

Salary: Ark Support Scale 9: £37,909 - £44,000

Contract: Permanent

Working pattern: Full-time 40 hours per week and term time only plus 79.4 hours to be worked in academy closure periods as directed by the academy.

Start date: ASAP

The Role

To provide the overall strategic and operational leadership and management for all aspects of HR, ICT, community usage, administration and operations support in the academy.

To develop, lead and manage operational staff ensuring that the resources and systems of the academy are deployed effectively and efficiently to achieve the educational aims of the academy. To work with Ark Central and other academies in the Ark network, particularly those in the London Primary hub, to develop high quality systems and services throughout the network, offering support where required.

HR

- To lead on the day to day HR service provision, working collaboratively with the academy's People Business Partner and Centralised People support service
- To manage the HR Information System and payroll information to ensure that electronic employee records are accurate and up to date and which meets Ofsted standards. This will include responsibility for data entry, regular and ad hoc reporting, and an annual data cleansing exercise
- To maintain an accurate and up-to-date Single Central Register (SCR) in accordance with the Keeping Children Safe in Education Regulations and Ofsted
- Provide first point of contact support on all Ark HR policies, processes and system queries
- Produce a range of HR letters and correspondence (e.g. variation to contract letters, maternity, holiday entitlement) from standard templates Supporting with Disciplinary, Grievance, Capability and Appeal processes, including organising meetings, preparing packs for attendees, note taking and outcome letters
- Co-ordinate the annual Appraisal process, ensuring that managers complete meetings and associated appraisal records effectively and timely
- Co-ordinate the staff induction process and ensure the probation process is managed effectively
- To work with Mazars to ensure the complete submission of pension returns for both teaching and non-teaching staff

Recruitment and Selection

- Co-ordinate the full recruitment processes across the academy, including; vacancy request approvals, effective utilisation of the Ark Recruitment System, candidate screening, interview scheduling/preparation and hiring outcome processes
- Process staff appointment documentation for successful candidates, including offer letters, contracts of employment and all pre-employment and safeguarding checks and induction details

Administration & Reception

- To line manage the Office team in managing all aspects of reception and administration responsibilities. This will include working daily on reception to support during busy periods and covering for receptionist.
- To work with the administration and receptionist to ensure the pupil admissions process, including but not limited to; maintaining relevant databases, providing timely reports, supporting pupil induction and completing the Pupil Census.
- To establish and maintain an effective hospitality and reception service for a wide range of contacts
- To provide oversight of effective administration systems throughout the academy



- To establish administrative systems and procedures for all departments within the academy, and to train and support staff to ensure that these systems and procedures are properly implemented and effectively controlled
- To ensure that the academy complies with Data Protection and Freedom of Information legislation, in conjunction with Ark Governance Team
- To provide daily cover for reception as required

Premises Management, Security, Safety & Lettings

- To line manage the Premises team in managing all aspects of premises management and security, including building maintenance, development of facilities, the Asset Register and health and safety compliance
- To ensure the proactive maintenance programs function effectively and within budget
- To ensure appropriate reporting, monitoring and control systems (such as the Every system) relating to the academy's internal building fabric and furniture, including the production and maintenance of an Asset Register
- To be responsible for the management of security, during the school day and during any community use of the academy
- To ensure the school complies with relevant statutory legislation e.g. Fire and Health & Safety etc.
- Working with the Regional Facilities Manager to manage building projects, ensuring delivery within scope, time and finance
- To manage cleaning staff/ contract and ensuring that all cleaning duties are efficiently and thoroughly covered
- To oversee the lettings provision of the academy, ensuring that access is appropriate, that facilities are used safely and that no damages are incurred; to be the point of contact for individuals/groups letting areas of the premises and ensure that staff coverage during lettings is appropriate
- To support the leadership team in developing the strategic approach for lettings and community links and lead on establishing links with the community in this regard
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ICT

- To manage the device, roll out to pupils, ensuring records and central IT are kept up to date.
- To manage the service and contract/ SLA delivery for ICT support in conjunction with Ark Central IT team
- To ensure all ICT assets are security-marked and maintained, through management of the ICT service provider
- To have oversight of ICT technicians on site, the work they do and the priorities they set
- To ensure that safeguarding is the top priority with regard to ICT usage within the academy

Catering

- To manage the Catering Manager/ Catering contract, as applicable, in managing all aspects of catering service
- To ensure the effectiveness, quality of provision and value for money

Finance

- Working with the Office team to ensure orders are placed, goods are received and professional relationship with suppliers are maintained.
- Ensuring accurate and timely processing of purchase invoices and other documents using Concur, PS Financials accounting software, reconciling supplier statements, and preparing payment runs for authorisation.
- Reconciling schools bank accounts, credit card statements and financial ledgers.
- Liaising with the Local Authority in relation to funding streams including Nursery and SEN income.
- Assisting the Finance Manager with the preparation of month end and year end accounts.



- To work with the Regional Finance Director as required.

Staff Management & Teamwork

- To manage all designated staff to ensure they are motivated, have high levels of commitment and productivity and perform well in their roles
- To lead on and be an active participant in the academy's performance management processes for operational staff, which will include an annual review and regular review of roles and responsibilities in the interest of the academy's needs
- To arrange or deliver training for the Operations Team

Other

- Carry out other reasonable tasks as directed by the Head of School/ Principal.
- Actively promote the safety and welfare of our children and young people
- Ensure compliance with Arks data protection rules and procedures
- Liaise with colleagues and external contacts at all levels of seniority with confidence, tact and diplomacy
- Work with Ark Central and other academies in the Ark network, to establish good practice throughout the network, offering support where required

This job description is not an exhaustive list and you will be expected to carry out any other reasonable tasks as directed by your line manager.



Person Specification: Primary Operations Manager

Qualification Criteria

- Educated to degree level or equivalent
- Professional management qualification desirable
- A record of Continuing Professional Development activities
- Right to work in the UK

Knowledge, Skills and Experience

- Experience of people management
- Knowledge and experience of management systems
- Experience of managing budgets
- Experience of working with a range of internal and external partners
- Knowledge and experience of managing procurement, contracts for services and supplies
- Knowledge and experience of managing health and safety etc.
- Experience of implementing procedures and processes within operational departments

Personal Characteristics

- Genuine passion for and a belief in the potential of every student
- Has a genuine desire to involve themselves fully in the life of our school
- Highly organised and able to move between strategic and operational elements of the role
- Strong people management skills, with highly developed social intelligence
- An optimist who enjoys a challenge
- Sense of humour
- Excellent written and oral communication skills
- Ability to influence and participate in the academy management processes
- Ability to prioritise and manage conflicting demands
- Proactive and innovative demonstrable approach to work
- Project management and planning skills desirable
- Demonstrates an innovative and proactive approach to work
- Evidence of well-developed ICT skills
- Exercises sound judgement, especially relating to confidentiality and discretion
- Can inspire others to be the best they can be

Other

- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark Safer Recruitment Process:

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

Our Diversity and Inclusion Statement:

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation



because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).