**Director of Operations Forward Education Trust**

**Leycroft Avenue, Birmingham, B33 9UH**

**JOB DESCRIPTION**

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| **Job Title** | **Director of Operations** |
| **Salary** | FET Range I  £57,529 to £66,083 Full-time, All year round |
| **Contract Type** | 36.5 hours per week, 8.30am – 4.30pm Mon-Thurs and 8.30am – 3.30pm Friday |

**REPORTS TO:** Chief Executive Officer

**JOB DESCRIPTION AND PURPOSE:**

1. **Job Purpose:**

The Director of Operations is accountable for the operational management and delivery of all functions across the trust which do not fall under those assigned to the other members of the Trust Executive Team (Chief Executive Officer, Deputy Chief Executive Officer & Education Director, Finance Director and Director of Quality Assurance & Development). This includes specific responsibility for:

* The estate and facilities management service via management of the FM contract currently with Bellrock. This will include business infrastructure planning, the capital programme and estate asset management, as well as recommendations with the Finance Director for use of School Condition Allocation (SCA) and external or other grant funds;
* Health & Safety Management across the Trust, including for contingency, disaster planning and management, via relationship with the Trust’s Health & safety Partner which is currently WRM;
* Catering, cleaning and other facilities services via various third party providers;
* IT services and strategy via management of the IT contract currently with Computeam. This will include digital strategy, cyber security, support services and device or software management for the education of children or administration of the Trust;
* Payroll transactional services via the Payroll Bureau service provider (but does not include line management of the HR Manager which rests with the CEO);
* Tender & contract management, taking responsibility for a wide range of Service Level Agreements with third party service providers;
* Administration in schools through Line Management of the Trust Business Manager;
* Responsibility for Data Protection via the third party DPO service provider (SIPS Education) and for legal services via the Trust’s appointed lawyers (Anthony Collins);
* The facilities and resources available for the care and education of children, in conjunction with Deputy Chief Executive Officer & Education Director, to include resources available to adults in schools;
* Understanding and embodying the Forward Educational Trust vision of providing the best possible education for our children and young people who have a range of special educational needs, helping them to overcome disadvantage and making our Trust a great place for staff to work.

Also, key is the provision of a consistent high-profile link with senior client management and internal senior management, typically at the director/ board level. This is to ensure appropriate and responsive reaction to address and balance all client concerns with business strategy.

This is an active and visible role requiring excellent customer relationships with senior client property team members, sound commercial/supplier management skills as well as entrepreneurial ability. Working as part of the Executive Team within the Trust, the post holder will be expected to positively contribute to the strategic direction, performance, growth and stability of the business operations.

# Scope of Responsibility

Operates independently within working parameters set by Trust/CEO.

To oversee the work of:

* Support service leaders (as designated by the CEO)
* Staff including direct and indirect employees through Head Teachers in school or directors within other parts of the Trust.
* Other relevant staff with cross-Trust responsibilities, outside agencies and other academy partners.

This post holder will indirectly work with all relevant staff teams within HR, ICT, catering, FM and cleaning, administration, business operations and health & safety. The range of this post covers all schools, sites and services within the Trust.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each task may not be identified. Employees will be expected to comply with any reasonable request to undertake work of a similar level that is not specified in this job description

1. **General Principles**

The purpose of the role is to support the education, care and safeguarding of the welfare of the children in our schools. Second only to that is to provide a safe working environment for all our people. This is achieved through a holistic approach to operations and operational management.

* To provide overall strategic and operational leadership and management for designated shared support services across the Trust planning typically for up to 3 years.
* To develop, lead and manage operational staff ensuring that resources are deployed effectively and efficiently.
* To develop and implement strategies, key objectives, systems, processes and procedures relating to operational matters, across facilities, estates & IT, to ensure efficiency, best value and cost-effective use of Trust resources and facilities.
* To work with Trust Executive Leadership Team on growth and acquisition.
* To champion compliance with all statutory health, safety and quality policies, security and other relevant policies generating a true and effective health and safety culture. Compliance with all ESFA and other statutory bodies and their requirements, including completion of all returns in a timely and accurate manner.
* Monitor the requirements of all professional bodies including, for example, the Health and Safety Executive.
* To liaise with external business partners, stakeholders, Directors and members of the Trust Board and staff as required.
* Establish and maintain key client and stakeholder relationships and ensure expectations are managed.
* Working with the Executive Team to negotiate and set up contracts and service level agreements for the Trust using suitable tender processes and frameworks.
* Work within and be Accountable for the budget area assigned within the role ensuring compliance to financial policies and standards of the Trust.
* Promotes innovative ways to add value and reduce costs within the team.
* Bring building and refurbishment projects to fruition functioning within budgetary constraints.
* Adopt and display the behaviours of someone working for FET, in line with our published expectations and in line with the Trust’s vision & values.

# Leadership

* To be a member of the Trust Executive Team, contributing to strategic planning and decision making, attending meetings as required, contributing effectively as part of the Team Around the School.
* To lead improvements in the business and operational activities to support the delivery of outstanding education.
* To lead procurement activities, gaining the best value across the Trust.
* To lead improvements in all aspects of business operations support to contribute to the achievement of the educational vision for the Trust.
* To work with academies across the Trust to develop high quality systems and services, offering support where required.
* Provide clear information, advice and recommendations to the CEO and other Executive team members regarding strategic development of service support and the utilisation of Trust assets, to ensure the best possible learning environment for students and the best value for the Trust.
* Undertake line management of staff as required and participate in Performance Management, including relevant training opportunities for staff development, in line with the Trust’s staffing policies and procedures.
* To ensure that site teams successfully deliver a safe & secure environment for children to learn and adults to work.
* Working with individual site managers and the FM provider to co-ordinate the activities of the site and technical staff to ensure the effective and smooth running of the Trust operations
* Focus on providing input to the business, financial and people strategic planning.
* Drive implementation of best practices across contracts by establishing performance metrics that promote excellence.
* Interrogate performance metrics for existing contracts, in conjunction with Executive Team and evaluate existing profitability, risk and establish whether we are fulfilling our contractual obligations.
* To champion compliance with all statutory, MIS, security and relevant company and client policies generating a true health and safety culture.

# Academy Conversion, Transfers and Building Projects

* To contribute to the due diligence process, advising on Trust policies and procedures.
* Liaise with schools, school leaders and other associated parties to ensure a smooth transition process.
* Carry out any operations ‘audits’ identifying where economies of scale can be realised and planning the transition of these services to a shared service model.
* Liaise with consultants, Local Authority representatives, Regional Schools Commissioners Office and other third parties to support the conversion or transfer process or the opening of new establishments.
* Manage and oversee the delivery of any new build or refurbishment projects working closely with relevant internal and external stakeholders.

# Contract Management

* Support the implementation of policies concerning the buying and ordering of all Trust supplies and services, across facilities, estates & IT
* Monitor the operation of contracts entered for the supply of services to ensure value for money, ensuring that relationships with Business Partners are mutually fulfilling and develop over time through strategic growth.
* Make the necessary arrangements for legal support for the Trust, liaising with key contacts on a range of legal issues.
* To ensure that the principles of data protection and confidentiality including those specified in the GDPR legislation are maintained within the shared service teams.
* To adhere to Trust and Governance requirements, in liaison with the Director Quality Assurance & Development.
* To ensure own knowledge of education law, employment law and regulatory requirements are up to date.
* Resolve significant contractual issues on existing contracts, acting to identify and mitigate actual and/or potential problems
* Lead business wide initiatives including contract renewal strategy, contract management plan and customer improvement plan.
* Has overall accountability for the direction of services/ contracts which may contain a degree of complexity and risk.
* Directs activities to support operational delivery and growth.
* To manage the Trust’s service agreements with all outside agencies.
* Lead on matters relating to energy and other efficiencies ensuring Trust compliance with statutory obligations.

# Executive Team

* To work within the Executive Team to regularly review and monitor systems and processes to support a culture of continuous improvement.
* Evaluate and monitor the service provided by support teams, collating and producing reports, as and when required.
* Develop and deliver a shared services strategic business plan.
* Work with colleagues to maximize efficiencies and streamline processes.
* To review and maintain the Trust’s Business Continuity plans and to ensure that all required procedures, are in place and observed.
* To promote teamwork and to motivate staff to ensure effective working relations.
* Act as a role model for people management processes ensuring they are followed to clarify objectives actively manage performance and develop skills.

1. **Have due regard for Safeguarding and Promoting the Welfare of Children and Young People and to follow the Child Protection Procedures adopted by the Trust**

* To ensure all tasks are carried out with due regard to Health and Safety
* To adhere to the ethos of the school and Academy Trust

1. **Other Duties**

* Contribute to the wider life of the Trust, its schools, and its community through out of hours and partnership work when required.
* To comply with the appropriate government and academy policies, procedures and systems
* Demonstrate commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults.
* Carry out your duties with full regard to the Trust’s published employment policies.
* Comply with health and safety policies, organisational statements, and procedures, undertake to report any incidents/accidents/hazards and to take a proactive approach to health and safety matters in order to protect both yourself and others.
* Contribute to the overall aims and ethos of the Trust and establish constructive relationships with the Trust’s schools, Trust Central team and other agencies as appropriate to this role.
* Always promote the Trust’s co-operative ethical values
* Any other duties as commensurate with the post.

1. **Review and Amendment**

This job description is current at the date shown. It will be reviewed at least annually and, in consultation with you, the CEO may change it to reflect or anticipate changes in the job commensurate with the grade and job title.

1. **Additional Detail**

* Willingness to travel to school sites is essential. Must have own business car insurance. Mileage allowance claims will be paid.
* 25 days annual leave (plus statutory bank holidays)
* Access to West Midlands LGPS with employer contribution
* Access to employee benefits to support health & mental well-being and paid-for health cash plan

**PERSON SPECIFICATION**

**JOB TITLE - Director of Operations**

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| Criteria | Essential | Desirable |
| Qualifications and experience | * Possess a recognised relevant (Hons) Degree (or equivalent) * a track record of recent, relevant professional development * evidence of leading business operations in a large institution * previous relevant experience of business operations management * experience of working work under pressure and to deadlines * experience of managing change and implementing new systems/procedures/controls * line management experience * knowledge and experience of managing hard and soft FM within schools. * Experience managing supply chain contractors. * Significant experience managing and developing staff. * Customer service experience with ability to build relationships with clients and resolve issues effectively. | * awareness of the relevant current policies relating to educational developments * innovative use of resources * previous relevant financial management experience * prior experience of working within the education sector |
| Knowledge & understanding | * the principals and practices of strategic leadership of a shared service model and how this contributes to success * innovative approaches to developing and improving business support services. * significant working knowledge of contract management and procurement. * significant working knowledge of academy conversion processes * a working knowledge of governance and compliance, within an education setting. * the application of ICT in relation to business support services. * Significant track record of success in managing a business contract, Business Unit or region and /or providing support to a professional function. | * the principles and characteristics of effective schools/academies * strategies for ensuring equal opportunities for staff, students and other stakeholders * an understanding of safeguarding and Child Protection issues * an understanding of Health and Safety and Estates Management * aware of trends in the marketplace to deepen knowledge of industry issues and drivers. * Likely to have more than 5 years managerial and/ or technical experience. |
| Leadership & management | * to effectively lead and work as a member of an executive team, participate in meetings and negotiate as necessary * experience as a strategic leader. * direct and co-ordinate the work of others * set high standards and provide a role model for staff and take responsibility for own and others professional development * liaise effectively with other organisations and agencies * develop, maintain and use an effective network of contacts, seeking advice and support when necessary * motivate all those involved in the delivery team. | * motivate all those involved in the delivery team * deal sensitively with people and resolve conflicts * a commitment to managing the highest standards of education support services * resilience and perspective |
| Skills & abilities | * strong, demonstrable ability to prioritise, plan and organise * communicate effectively orally and in writing to a range of audiences * sound judgment and decision-making skills * strong analytical and problem-solving skills ability to make decisions based on analysis, interpretation and understanding of relevant data and information * respect confidentiality * think clearly in emergency situations. * demonstrate good judgment readiness to accept and implement change, openness, and willingness to learn and flexibility. | * communicate the vision of the academy/Trust in relation to the development of the organisation vision, imagination, and creativity along with the potential uses of data to support efficiency and value for money |
| Personal qualities | * an excellent record of attendance and punctuality * adaptability to changing circumstances/new ideas * able to work flexibly to meet deadlines and respond to unplanned situations * ability to inspire confidence in staff, students, parents and others * a commitment to inclusive education reliability, integrity and stamina determination to succeed and the highest possible expectations of self and others. * Excellent customer relationships. * Team player * Capability to build relationships to persuade and influence people. | * intellectual ability and curiosity * resilience and perspective * personal impact and presence * achieve challenging professional goals * entrepreneurial ability. |