

Job Description

Operations Manager

Based within a College Centre at least two days per week.

ORCHARD HILL COLLEGE

Purpose of the Post:

Under the direction of the Director of Operations, the post holder will be responsible for ensuring the smooth running of the back office functions across Orchard Hill College.

To develop and enable community, voluntary and employer partnerships/relationships on behalf of OHC.

To offer lead support on specific projects as directed by Director of Operations.

Reporting relationships:

The post will be line managed by the Director of Operations.

Functional Links:

Liaise with:

- Senior managers, College staff, OHCAT Shared Services teams, Academy staff, students.
- Governors, parents, carers, professionals, volunteers and visitors.
- Senior Management of External Institutions, External Consultants, Senior Contractors and other professionals in support of the core duties and responsibilities of the role

Team and Staff Responsibilities:

To manage the Regional Centre Operation Co-ordinators.

Duties and Responsibilities:

1. To manage the Centre Operations Co-ordinators across the College Regions and ensure that statutory deadlines are met along with a high quality of operations support is provided at every College Centre.
2. Responsible for managing and monitoring financial processes in the College and liaising with the shared service finance team.
3. Plan and manage change in accordance with the College quality improvement plan and strategy.

4. Manage the Scope of Support (SOS) delivery with the heads of Shared Support areas to ensure the College receive both the Core and Additional Services to a high standard that meet the needs of the Learners, Staff and Operations.
5. Be the point of escalation for any issues raised with the SOS provided and trouble shoot complex queries to a resolve.
6. Manage, track and quote check the ordering of all IT equipment across the College regions, and be the central point of contact for all IT orders.
7. Proactively seek solutions to college wide operational issues to remove barriers and inform change where required.
8. Continually assess and review the performance of the SOS and highlight any major Risks with proposal of resolve to the Director of Operations.
9. To oversee and manage the maintenance of the Single Central Record (SCR). To ensure that it complies with the requirements of OHC&AT Safeguarding policies and procedures
10. Have responsibility to Create, manage, implement and monitor new processes and procedures, to ensure successful Change Management where necessary.
11. Implement, manage and monitor the MPV process and approved Driver Tracking, to ensure External Compliance is adhered to.
12. To liaise with the College Finance Business Partner for Financial queries.
13. To take ownership of the Contracts Register for the College and both manage and monitor the service delivery from the external suppliers, including Subscriptions to ensure Budgetary, financial and legal compliance and assist with the negotiation and re-negotiation of contracts.
14. To ensure the accuracy of the Parago Asset Management System with the recording of local equipment at each centre (outside of Facilities and IT equipment).
15. To support the organising of College Student Residential trips, across the College Centres.
16. Manage the moderation of the LSA and STA standards to ensure internal verification is met to a high standard.
17. To oversee the GDPR Audit and ensure every College Centre is compliant.
18. To identify marketing requirements and opportunities for the College and to work with the Marketing department to develop these.
19. To oversee information being uploaded to the college's website including compliance requirements.
20. Monitor holidays for staff where applicable (i.e. those who are expected to work during the College holiday period).
21. To ensure that all new members of staff undertake appropriate induction training in accordance with OHC&&ATs induction policy and to maintain associated records.

22. Manage and monitor probationary process to ensure probationary periods are suitably diarised and that confirmation letters are produced once probationary reviews have been undertaken by line managers.
23. To co-ordinate and collate the appropriate requested information required prior to meetings.
24. To liaise with Payroll team and HR to ensure procedures followed for recording staff absence, temporary or permanent variations to pay. Seeking appropriate authorisation from Principal for all pay adjustments.
25. To Quality assure the sickness and absence process across all the college regions, ensuring compliance and that Stage meetings are taking place timely and recorded within SelectHR.
26. In conjunction with the Principal, liaise with HR provider to ensure appropriate guidance is followed with all staff matters and advice sought and actioned quickly. Under the direction of the Principal and with guidance from HR, to produce letters and other HR documentation as appropriate.
27. To oversee and coordinate the recruitment process on behalf of the Principal. To oversee the processes for the on-boarding of new employees and HR processes through the employee life cycle.
28. To build College partnerships and relationships with particular emphasis on community, voluntary and employer engagement.
29. To ensure that all staff receive statutory CPD, updated annually as required. Produce reports for the College SLT.
30. Working with the site supervisors and the estates management team to ensure that operational changes are made in line with risk assessments, ensuring statutory compliance and ensuring all help desk tickets are resolved in a timely manner.
31. Preparation of VFMs with support from the Estates Team.
32. Provide on-going advice and support to key stakeholders as appropriate.
33. To undertake Continuing Professional Development (CPD) and training to continually update own skills and knowledge and to complete all OHCAT mandatory training as required.
34. To carry out all duties in accordance with College and OHCAT policies, including the Equality and Diversity Policy, Safeguarding policies and Health and Safety Policy.
35. To carry out other such similar duties that may be reasonably required by the Senior Leadership Team.

PERSON SPECIFICATION

Operations Manager

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form. If you are selected for interview you may be asked to undertake practical tests to cover the skills and abilities shown below.

D = desirable attribute E = essential attribute

<u>Criteria</u>	<u>Priority</u>
Education	
• At least 5 GCSEs or equivalent qualification or experience in relevant discipline	E
• Good numeracy/literacy skills	E
Experience and Knowledge	
• Ability to plan, organise and manage a complex workload	E
• Experience working in an educational establishment with particular emphasis on community, voluntary and employer engagement.	D
• Experience of using Microsoft packages including Word, Outlook and Excel Databases to compile data, produce reports and letters	E
• Ability to coordinate activities that affect operational decisions and business requirements	E
• Proven knowledge of HR and finance processes	E
• Experience in setting and working towards targets and deadlines	E
Skills and Abilities	
• Solution Oriented	E
• Good communication skills (both oral and written)	E
• Sound planning, negotiation and influencing skills	E
• Ability to prioritise and manage workflow whilst maintaining and flexible approach to respond to urgent requests	E
• Ability to manage people directly and indirectly	D

- Minute taking and the preparation of reports. E
- Strong IT skills with the ability to learn new systems quickly E
- Strong problem solving skills E
- Ability to work as part of a team, adaptable and supportive of colleagues E
- A commitment to safeguarding and promoting the welfare of vulnerable adults E
- Personal Qualities Exceptional organisational and interpersonal skills E
- Enthusiastic, focussed, reliable, flexible and resilient E
- Ability to relate well to children and families E
- Ability to manage time and workload effectively E