

Role Profile			
Role	Head of Operations	School	Oryx International School
Direct Reports	School Admin & Support Team members	Reporting To	Executive Principal
Role Purpose			
<p>Primarily Responsible for the establishment and development of all non-academic related activities at Oryx International School.</p> <p>Responsible for managing and overseeing non-academic operations for Finance, IT and Facilities Management to ensure the delivery of high quality education, whilst adhering to regulatory, budgetary, quality, and Group standards at all times.</p> <p>To provide effective leadership to and secure engagement of all stakeholders in the school, with particular attention to Qatar Airways as key customer, within the framework of the Orbital Education-Qatar Airways Management Agreement.</p>			
Key Accountabilities			
<p>1. Finance</p> <ul style="list-style-type: none"> Take primary responsibility for managing academic, operations, and staffing budgets across the school, providing input to budget projections to assist resource planning. Manage monthly reporting versus budget to Executive Principal and Orbital Education for review prior to their submission to Qatar Airways, ensuring integrity of accounting numbers and reports Develop and manage accounts systems. to ensure cashflow is managed efficiently, Manage the tracking of assets together with the collection of all debtors and managing creditors to ensure timely payment based on full supporting documentation Manage the finance and procurement team to ensure monthly and annual timetables and objectives are met. Review and comment on reasons for any significant anomalies in annual, monthly and weekly reports with delivery to an agreed timetable with Orbital Education. Manage the external audit process to timely completion. Ensure compliance with any/all funding requirements. Ensure finance staff are trained and department is appropriately staffed at all times. Manage relationship with bank. Manage and control the annual Teaching Resources procurement process. <p>2. Operations and Administration</p> <ul style="list-style-type: none"> Work closely with and support the Executive Principal to ensure the school runs smoothly. Work with the Facilities manager to ensure the Facilities Management company work to a high standard and comply with contracted requirements for maintenance , cleaning and security. Ensure all schools operating licences are in place and up to date Manage and review all external contractor agreements and compliance standards ensuring legal compliance and appropriate levels of insurance are in place Coordinate and effectively manage renewal of school insurance policies including public liability, employer's liability, property insurance Oversee procurement policy & procedures in respect of pricing, competing bids, quality control & delivery Acting as point of contact for students and parents in respect of operational issues. Responsible for delivering the highest levels of customer service. Coordinate operational and administrative support across the school Ensure the highest levels of Health & Safety and security are adhered to at all times. Provide and develop standard operating procedures to standardise administration, support staff capabilities, and realise efficiencies Manage external After School activities provision and the use of sports facilities outside school hours. Manage the provision of the school bus service. Manage the provision of canteen services by external contractor Assess non-academic staff capabilities and ensure each have a training and development plan, which realise development opportunities 			

3. Strategic & Project Management

- Work in conjunction with the Executive Principal to achieve the strategic aims of the school.
- As a member of the Senior Leadership Team provide support to achieve the academic aims and ambitions of the school
- Act as Project Lead for all non-academic projects at the school
- Responsible for operational input to strategic plans relating to non-academic operations, ensuring that all key milestones are achieved
- Provide operational feedback and advice on strategic plans to support development
- Work with the school Leadership Team to develop long term development goals and plans for school growth and membership of key international body's.

4. Human Resources

- Support the development of medium and long term staffing requirement plans which meet the schools growth plans, while meeting budget expectations without compromising on quality
- Manage the production, authorisation and payment of the monthly payroll.
- Support and co-ordinate the recruitment of all new non-academic staff as led by the departmental lead
- Ensure compliance across the school, ensuring that all staff recruitment, hiring, leaver information, promotions and disciplinary actions are documented and coordinated with the HR department
- With support from the Group HR Manager, create and revise job descriptions as necessary for all non-academic staff, whilst also supporting the Executive Principal and Heads of Schools to develop job descriptions for academic staff
- Oversee the management of payroll and benefits; Salary, statutory benefits and tax payments, & health insurance policies for staff
- Source and manage the provision of staff housing within approved levels and to the highest standards.

5. Information Technology

- Work with the IT Administrator to set goals and manage objectives for IT staff service levels within Group policies
- Plan and manage the procurement of all IT equipment in conjunction with the IT Administrator.
- Ensure IT staff provides timely and quality educational support, managing and maintaining service levels and standards of service
- Work with the Group Head of IT, the Executive Principal, and central finance colleagues to support management of IT within budget

Person Specification

Skills, Knowledge, and Experience

- Degree or post graduate degree qualified
- Accounting qualifications or business management qualifications desirable
- Extensive experience managing and supporting multiple functions such as finance, operations, IT and HR
- Previous experience within an educational setting desirable
- Strong knowledge of education administration processes and practices
- Strong project management skills
- Experienced in promoting and delivering excellence and outstanding outcomes, with a proven track record of effective budget and cost management
- Able to quickly operationalise and implement strategic development plans
- Experience of working in the GCC
- An understanding of Islam and Arab culture in the GCC

Competencies

- **Exceptional Leadership:** An inspirational and innovative leader who can secure full engagement of staff and other key stakeholders

- **Analytical, creative and flexible:** A problem solver with strong decision-making skills and critical thinking, but with the ability to adapt and change where required
- **Accountable:** Takes ownership and responsibility for decisions and sets standards to act as a role model
- **Strong Communicator:** Excellent communication and interpersonal skills, both verbal and written, which aid promote engagement and actively promote the school
- **Team Worker:** Ability to work as a strong team leader and team member as required
- **Commercially astute:** Strong commercial awareness in an educational setting, able to deliver against set budgets and plan resource needs for the school
- **Resilient:** Demonstrates resilience to respond to challenge