

Role Profile			
Role	Head of Operations	School	United School International
Direct Reports	School Admin & Support Team members	Reporting To	Executive Principal Orbital Education Board
<b>Role Purpose</b>			
<p>You will be primarily responsible for the establishment and development of all non-academic related activities at United School International, reporting to the Executive Principal and Orbital Education as the school's Co-owner and operator.</p> <p>Acting as a member of the school's Senior Leadership Team you will be responsible for managing and overseeing all non-academic operations to ensure the delivery of high-quality education, whilst adhering to regulatory, budgetary, quality, and Group standards at all times. The post holder must ensure effective leadership to secure engagement of all stakeholders in the school, with particular attention to relevant management and delegation of authority agreements.</p>			
<b>Key Accountabilities</b>			
<p><b>1. Finance</b></p> <ul style="list-style-type: none"> <li>Take primary responsibility for managing academic, operations, and staffing budgets across the school.</li> <li>Responsible for providing budget projections to assist resource planning. Manage monthly reporting verses budget to the Executive Principal and Orbital Education, making appropriate recommendations, with support and approval from Orbital Education and the Chief Finance Officer as appropriate.</li> <li>Develop and manage accounts systems to ensure cashflow is managed efficiently.</li> <li>Manage the tracking of assets together with the collection of all debtors and managing creditors to ensure timely payment based on full supporting documentation.</li> <li>Manage the finance and procurement team to ensure monthly and annual timetables and objectives are met.</li> <li>Review and confirm monthly debit and credit reports, and other financial reports as required by Orbital Education, meeting the standards required by our auditors.</li> <li>Develop financial management information, utilising benchmarking of key indicators, to identify areas of relative spend, assess trends, and identify opportunities for improvement. Utilise such management information to directly advise SLT in respect of opportunities for school and finance development.</li> <li>Review and comment on reasons for any significant anomalies in annual, monthly and weekly reports with delivery to an agreed timetable with Orbital Education.</li> <li>Manage the external audit process to timely completion.</li> <li>Ensure compliance with any/all funding requirements.</li> <li>Ensure finance staff are trained and department is appropriately staffed at all times.</li> <li>Manage relationship with bank.</li> <li>Manage and control the annual Teaching Resources procurement process.</li> </ul> <p><b>2. Operations and Administration.</b></p> <ul style="list-style-type: none"> <li>Work closely with and support the Executive Principal to ensure the school runs smoothly</li> <li>Ensure the school makes best use of all resources and assets, through effective planning and the consideration of all finance and resource implications.</li> <li>Work with the Facilities manager (once in place) to ensure the Facilities Management company work to a high standard and comply with contracted requirements for maintenance, cleaning and security.</li> <li>Ensure all schools operating licences are in place and up to date.</li> <li>Manage the school support and administrative function, including review of all contractor agreements and compliance standards, ensuring the provision of specialist advice and guidance to the SLT on national and local guidelines / policy and statute.</li> <li>Manage and review all external contractor agreements and compliance standards ensuring legal compliance and appropriate levels of insurance are in place.</li> <li>Coordinate and effectively manage renewal of school insurance policies including public liability, employer's liability and property insurance.</li> <li>Oversee procurement policy &amp; procedures in respect of pricing, competing bids, quality control &amp; delivery.</li> </ul>			

- Act 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 support services (such as school bus & 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.
- Act as Project Lead for all non-academic projects at the school, concluding ongoing start up projects.
- Responsible for operationalising strategic plans relating to non-academic operations, ensuring that all key milestones are achieved.
- Contribute towards the development and integration of the School Development Plan, leading on aspects of the plan where appropriate and directed by the Executive Principal.
- 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 bodies.

### 4. Human Resources

- Support the development of medium and long term staffing requirement plans which meet the school's growth plans, while meeting budget expectations without compromising on quality.
- Manage the production, authorisation and payment of monthly payroll and benefits; salary, statutory benefits and tax payments, & health insurance policies for staff.
- Support and co-ordinate the recruitment of all new non-academic staff as led by the departmental lead.
- Ensure compliance with relevant legislation and best practice across the school, ensuring that all staff recruitment, pre-employment background checks, hiring, leaver information, promotions and disciplinary actions are appropriately managed, documented and coordinated by the HR department.
- Ensure that all safeguarding procedures are in place and adhered to, particularly in relation to the Single Central Record (DBS checks etc).
- With support from the Group HR Manager, create and revise job descriptions and manage the policy review cycle as necessary.
- Source and manage the provision of staff housing within approved levels and to the highest standards.
- Ensure safe working practices are adopted by all employees and policies and procedures maintain a safe working environment as in line with Corporate Health, safety and Welfare policy, departmental policies and codes of practice.

### 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, and HR.
- Strong preference for recent GCC experience within a larger company, preferably a large school within the Middle East with understanding of Islam and Arab culture in the GCC.
- Desirable although not essential, previous school start up experience
- 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.
- IT skills - Advanced Excel, Proficient use of Word, Powerpoint, Outlook.

#### 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.