



Role Profile			
Role	Operations Manager	School	BIC SAP and SAN
Direct Reports	School support team members	Reporting To	Principals
<b>Role Purpose</b>			
<p>You will be primarily responsible for the management and development of non-academic operational support activities at the Balears International College. Acting as a member of the Senior Leadership Team at each school, you will be responsible for managing and overseeing these operations to ensure the delivery of high-quality education, whilst adhering to regulatory, budgetary, quality and group standards at all times.</p> <p>The post holder must ensure effective leadership to secure engagement of key stakeholders with particular attention to relevant management and Delegation of Authority agreements.</p>			
<b>Key Accountabilities</b>			
<p><b>1. Operations and Administration.</b></p> <ul style="list-style-type: none"> <li>• Manage the school support function, including human resources, IT, maintenance, cleaning, gardening, security and lunchtime supervision, ensuring effective service delivery across the two sites.</li> <li>• Oversee day-to-day management of the non-academic support team, ensuring high performance standards and supporting development.</li> <li>• Act as the point of escalation for service issues.</li> <li>• Develop and implement standard operating procedures to ensure effective administration, optimise support staff capabilities, and realise efficiencies.</li> <li>• Support the creation of operations and staffing budgets across the schools.</li> <li>• Review budget projections to assist resource planning for each school.</li> <li>• Prepare relevant business cases for approval in accordance with the Delegation of Authorities Manual, ensuring appropriate cost/benefit analysis, costing and appropriate recommendations made.</li> <li>• Oversee procurement policy and procedures in respect of pricing, competing bids, quality control and delivery.</li> <li>• Negotiate, manage and control service contracts, ensuring the schools make best use of resources and assets through effective planning/annual procurement cycles/etc.</li> <li>• Ensure legal compliance in respect of contractor agreements, and that appropriate levels of guarantee/insurance are in place.</li> <li>• Effectively manage inception and renewal of external contracts, guarantees and insurance, negotiating best terms, ensuring compliance standards, and regularly reviewing levels of cover to ensure policies are effectively utilised and up to date.</li> <li>• Ensure all operating licences are in place and up to date.</li> <li>• Act as point of contact for students and parents in respect of operational issues. Responsible for delivering the highest levels of customer service.</li> <li>• Ensure the highest levels of Health and Safety and security are adhered to at all times.</li> <li>• Be the link person with Arxiduc (health and safety provider) and coordinate annual staff health checks.</li> <li>• Coordinate and evaluate termly fire and lockdown drills.</li> </ul> <p><b>2. Strategic and Project Management</b></p> <ul style="list-style-type: none"> <li>• Work in conjunction with the Principals to achieve the strategic aims of BIC and the individual schools.</li> <li>• Contribute towards the production and review of each School Development Plan, leading on aspects of the plan where appropriate and directed by the Principals.</li> <li>• Responsible for strategic plans relating to non-academic operations, ensuring that all key milestones are achieved and the support function acts as an enabler to the successful delivery of teaching and learning strategies.</li> <li>• Act as Project Lead for all non-academic support projects at the schools, cross-managing support staff to deliver outcomes and managing the expectations of academic stakeholders</li> <li>• Provide operational feedback and advice on strategic plans.</li> <li>• Work with both schools' Leadership Teams to develop long-term development goals and plans for school growth.</li> </ul>			



**3. Human Resources**

- Support the development of medium- and long-term staffing requirement plans which meet the schools’ growth plans and budget expectations without compromising on quality.
- Manage the recruitment of all non-academic staff with support from the Principals, and assist the Principals to facilitate academic recruitment.
- Ensure compliance with Safer Recruitment practices and relevant legislation. Oversee up-to-date training in both schools so that all staff recruitment, pre-employment background checks, hiring, promotions, disciplinary processes and leaver information are appropriately managed, documented and coordinated.
- Oversee payroll processing, including the effective management of payroll and employment change documentation.
- With support from the Group HR Manager and in collaboration with the Principals, create and revise job descriptions and manage the policy review cycle as necessary.

**4. Information Technology and Facilities/Maintenance**

- Ensure IT and Facilities/Maintenance staff provide timely and quality support to the educational functions in each school, ensuring service levels are understood by support teams and academic customers and are in line with group and local expectations.
- Liaise with Principals, Finance Manager and Group finance and IT teams to ensure Maintenance and IT functions operate within budget.
- Oversee resource planning, and the procurement of all IT and Maintenance equipment, in conjunction with the leads of these functions.
- Coordinate the effective management of school facilities, within and outside of school hours, including oversight of property and service providers.

**Person Specification**

**Skills, Knowledge, and Experience**

- Degree or postgraduate degree qualified.
- Multilingual (English, Spanish, Catalan)
- Extensive experience managing and supporting multiple functions such as site management and HR, ideally within a school or similar service sector (ie hospitality/services)
- Strong knowledge of financial and administrative processes and practices.
- Good working knowledge of employment legalities to understand key processes of people management.
- Working knowledge of education processes and practices.
- Able to quickly operationalise and implement strategic development plans.
- Experience of project management.
- Proven track record of promoting and delivering outstanding outcomes with effective cost management.
- Robust computer literacy, including advanced use of Excel.

**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, preferably in an educational setting, able to deliver against set budgets and plan resource needs.
- **Resilient:** Demonstrates resilience to respond to challenge.