

Role Profile			
Role	Head of Operations	School	Oryx International School
Direct Reports	School Admin & Support Team members	Reporting To	Executive Principal
<b>Role Purpose</b>			
<p>Primarily responsible for the establishment and development of all non-academic departments and facilities at Oryx International School. Responsible for managing and overseeing non-academic operations for:</p> <ul style="list-style-type: none"> <li>• Strategic Financial Management;</li> <li>• Human Resources;</li> <li>• Estates Management;</li> <li>• Catering and Domestic Services;</li> <li>• Health and Safety;</li> <li>• Supplementary Income Generation activities e.g. Leisure facility rental;</li> </ul> <p>Compliance; 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>			
<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, providing input to budget projections to assist resource planning.</li> <li>• 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</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 ALL support functions, including day to day management, including staff appraisal, development &amp; performance etc to ensure 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.</li> <li>• Manage the external audit process to timely completion.</li> <li>• Ensure compliance with any/all funding requirements.</li> <li>• Manage relationship with bank including all relevant bank transactions and correspondence.</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>• Hold the Facilities Manager to account and work with him/ her 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 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, property insurance</li> <li>• Oversee procurement policy and procedures in respect of pricing, competing bids, quality control and delivery including the annual Teaching and Resources process.</li> <li>• Provide and develop Standard Operating Procedures (SOPs) to standardise administration, support staff capabilities, and realise efficiencies</li> </ul>			

- Ensure efficient management of external After School activities provision and the use of sports facilities outside school hours.
- Ensure the efficient management of the provision of the school bus service.
- Ensure the efficient management of the provision of canteen services by external contractor
- Assess non-academic staff capabilities including regular performance management and appraisals 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 (SLT) attend SLT.
- 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.
- Work with the school Senior Leadership Team to develop long term development goals and plans for school growth and development.

### **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.
- In adherence to the Safer Recruitment Policy, support and co-ordinate the recruitment and induction of all new non-academic staff as led by the departmental lead.
- Oversee appropriate data and regulatory compliance across the function, ensuring that all staff recruitment, hiring, leaver information, promotions and disciplinary actions are documented and coordinated with the HR department and the school's Single Central Register is appropriately maintained.
- 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, ensuring production, authorisation and payment of the monthly payroll.
- 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 Group Head of IT, Executive Principal and Regional Head of School to manage and develop the School's IT Strategy and IT Development plan/ goals.

### **6. Health and Safety**

Leading on:

- Formulate, monitor and implement the School's policy to comply with the requirements of health and safety legislation;
- Act as Chair of the Health & Safety committee;
- Ensure risk assessments are put in place where appropriate and monitor all departments to ensure that they are carrying out risk assessments for both on-site and off-site activities, as well as the campus itself and take professional advice as required;
- Ensure that the School has adequate insurance cover at all times to include employer's liability, buildings and equipment cover, personal accident, travel insurance and other relevant cover and to sustain the long-term record keeping of such matters.
- Formulate, monitor and implement the school's Safety Policy to comply with the requirement of Health and Safety at Work equivalent legislation.

- Ensuring all statutory testing of safety equipment and procedures takes place;
- Co-operating with the Civil Defence department and being aware of the elements of fire safety and the associated risks to the school, through the process of risk assessment;

**Compliance**

- Act as Data Controller for the School;
- Work with the Senior Leadership Team to ensure compliance with all relevant regulations;

**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 for at least 1 year.
- 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.