

THE PALMER CATHOLIC ACADEMY

Part of The Good Shepherd Catholic Trust



JOB DESCRIPTION

POST:	Business Operations Support Manager
SALARY SCALE:	LBR 8, point 26 £38,934 FTE, £34,947 actual
HOURS OF WORK:	36 hours per week, term time plus 2 weeks
REPORTING TO:	Head of Business Operations
PURPOSE OF THE JOB:	Alongside the Head of Business Operations, coordinate and ensure the smooth running of day-to-day operations at the academy.

RESPONSIBLE FOR

Main duties and responsibilities:

- Oversee, Implement and maintain administrative systems and processes to maximise impact and improve efficiencies and services across the academy.
- Support the Head of Business Operations to deliver a range of services which contribute to an outstanding student and staff experience.
- Contribute to strategies which support the academy to deliver its academic and business plans, providing relevant management information to inform business planning processes.
- Work closely with SLT, Premises, Human Resources, Finance, Welfare, and IT to ensure that key priorities are delivered at the academy.
- Engage effectively with colleagues across the academy to understand operational requirements, identify issues and provide solutions.
- Lead and manage the office team (including the welfare officer), providing motivation, support and guidance, direction, and performance management.
- Work with external suppliers and contractors in the management of the academy facilities and services, to provide an appropriate and well-maintained work and study environment.
- Manage day to day premises and health and safety issues on behalf of the Head of Business Operations and work in collaboration with relevant personnel to maintain a healthy and safe environment for staff and students.
- Support the Head of Business Operations in setting and closing the budget and monitor and approve expenditure in the absence of Head of Business Operations. Also advising on financial implications of management options and decisions.
- To secure best value for the academy in its ongoing contracts, tenders and service level agreements for goods and services with suppliers, where appropriate.
- Ensure the promotion, monitoring and management of health and safety staff development, including compliance with mandatory training.

- To develop and maintain the academy's systems and procedures, in particular being responsible for the management and use of the premises management system and other associated systems at the academy.
- Support the implementation of the academy's Health and Safety Policy and ensure that all health and safety and premises related policies and agreed practices are fully and consistently adopted at the academy.
- Develop procedures and quality control systems to ensure compliance. To investigate and utilise, where relevant, appropriate external best practice to support continuous improvement.
- Oversee the academy's risk assessments.
- Liaise with IT and external suppliers as appropriate, in the provision, maintenance, renewal and replacement of equipment and infrastructure.
- To help ensure academy compliance with GDPR in accordance with the academies procedures and systems.
- Ensure effective communication and development of systems and procedures across support services.
- Minute meetings as requested by SLT.
- Manage the academy's retention processes and archiving of student files.
- Respond to internal and external queries regarding academy operational matters.
- Work with the Head of Business Operations to complete inspections and audit actions.
- Support with management of and completion of records of compliance on the compliance system; Every.
- Assist in investigation of accidents and dangerous occurrences, reporting any accidents in line with academy policies to the borough and the HSE.
- Organise appropriate training for staff and maintaining records.
- Input of overtime claims in absence of HR Manager.
- Preparing and printing staff ID cards.
- Management of the academy's mobile SIM plan and academy mobile phones - including trip phone.
- Assist in trip administration.
- Organise and maintain minibus driver and vehicle information, including Midas training.
- Assist the Head of Business Operations with premises project work as required.
- Any other reasonable duties in line with the requirements of the role.
- To deputise in the absence of the Head of Business Operations when required.
- To carry out first aid duties when required.

PERSON SPECIFICATION: BUSINESS OPERATIONS SUPPORT MANAGER

	Essential	Desirable
Qualifications	Educated to degree level or equivalent occupational experience	Diploma in School Business management or equivalent qualification.
Experience and abilities	<p>Strong team leadership experience with excellent people, planning, organisational and operational management skills to motivate colleagues and monitor premises and data daily</p> <p>An ability to communicate and build relationships with a range of stakeholders</p> <p>Ability to lead and manage an operational administrative team to deliver strong performance</p> <p>Experience of managing supplier relationships to ensure high standards are maintained</p> <p>A clear understanding of Health & Safety requirements</p> <p>Experience in Microsoft Office & advance skills in Excel data management & reporting</p> <p>Ability to work independently</p> <p>Excellent time management and ability to meet deadlines</p> <p>Ability to demonstrate attention to detail</p> <p>Ability to work flexibly under pressure</p>	<p>Working in a secondary school</p> <p>Knowledge of SIMS and HCSS budgets</p> <p>Some knowledge of GDPR regulations</p>
Skills	<p>Excellent communication and interpersonal skills</p> <p>Proven project and contract management skills</p> <p>The ability to organise and develop effective systems</p>	Budget management
Health and safety	First aid trained or willing to be trained	First aid at work certificate