

A young girl with shoulder-length brown hair, smiling, wearing a dark blue blazer over a white shirt and a blue and yellow plaid skirt. She is standing in a library with bookshelves filled with books in the background.

**APPOINTMENT OF  
OPERATIONS MANAGER**

**CANDIDATE  
INFORMATION PACK**



**SIR WILLIAM PERKINS'S  
SCHOOL**



A photograph of two girls in school uniforms walking on a paved path in autumn. They are wearing dark blue blazers, white shirts, dark blue sweaters, and plaid skirts. The background shows a brick building and trees with yellow leaves. The text 'WELCOME TO SIR WILLIAM PERKINS'S SCHOOL' is overlaid on the right side of the image.

## WELCOME TO SIR WILLIAM PERKINS'S SCHOOL

It is our pleasure to introduce you to our wonderful school; a lively and welcoming community where every student is supported to achieve great things, and where curiosity, ambition and generosity thrive. At Sir William Perkins's School, students are at our heart. We expect the best from them, and in return they can expect the best from us. We provide teaching of the highest quality, where each individual is stretched and challenged and given the tailored support and attention required. We are a warm and friendly school: we know our students, their talents, hopes and aspirations, and we work with them to develop confidence, leadership skills and an ability to collaborate with others. With access to a diverse co-curricular programme, students are accomplished all-rounders with university statements studded with personal achievements and successes. Our students leave us in Year 13 with determination and clearly defined ambition, ready to make their mark on the world.

Sir William Perkins's School is a high-performing independent girls' school for approximately 600 students aged 11 – 18 years.  
The Head is a member of both HMC and GSA.

The school was founded in 1725 by a wealthy local Chertsey merchant to educate the town's children. The School moved to its present site in 1819 and became fully independent in 1978. It is located on an attractive 12-acre site situated on the outskirts of Chertsey, a two minute walk from the railway station and very near to the junction of the M3 and M25.





“  
**EXCELLENT RESULTS  
ACHIEVED WITH  
A BIG DOLLOP  
OF HUMOUR,  
HUMANITY AND  
FREEDOM OF  
THOUGHT.**  
”

The Good Schools Guide

## OUR AIMS

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### **The School's Aims are to:**

Inspire excellence in academic standards  
Give the student the confidence to enjoy learning, the resilience to learn from mistakes and to cultivate good habits of work

### **Help each student:**

Develop fully as an individual with integrity  
Refine creative and practical skills  
Gain the qualifications they need to embark on, and succeed in their chosen career  
Think independently  
Be a confident, responsible and unselfish member of the community

### **A SWPS student is encouraged to be:**

Curious about their world and their future  
Ambitious for themselves and for others  
Generous with their thoughts, their gifts and their time



# ABOUT US

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Entrance to the School is by competitive examination and the School values its excellent academic reputation. The students are highly motivated and eager to learn. Significant emphasis is also placed on the broad and balanced curriculum, the wide-ranging co-curricular activities and the caring and supportive environment.

The ISI regulatory compliance inspection in September 2016 recorded that all eight parts of the standard were met and our report in the Good Schools Guide 2016 describes our "Excellent results achieved with a big dollop of humour, humanity and freedom of thought".

The October 2019 Inspection report said of the School community: "The quality of the pupils' academic and personal development is excellent. The pupils have high levels of attainment which are reflected in their performance in public examinations". They also commented that, "Pupils demonstrate strong self-knowledge, self-esteem, self-confidence, self-discipline and resilience, so that they are well prepared for the next stage of their lives".

The staff are thoroughly professional, highly qualified and knowledgeable, enthusiastic and passionate, support and have an appreciation of the breadth of the educational experience that is provided.

The school is characterised by a warm and welcoming atmosphere and mutually supportive approach. Expectations of staff are high but equally, personal workloads are carefully considered by the Senior Leadership Team. There are plenty of opportunities for further appropriate professional development and a generous inset budget. All staff are equally valued for their part in the overall success of the school and there is a strong sense of fun and humour.

The Governing body is keen to ensure that staff remuneration is competitive and are continually reviewing the package to ensure that SWPS can attract and retain outstanding staff.

Further information about the School and our most recent inspection report can be accessed at [www.swps.org.uk](http://www.swps.org.uk)







# OPERATIONS MANAGER

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ACCOUNTABLE TO:  
BUSINESS DIRECTOR

This is not an exhaustive job description, and it is expected that the post holder may undertake such other duties as may reasonably be requested. For the avoidance of doubt, the duties and responsibilities contained within this job description may change from time to time according to the requirements of the role and it is not intended to have contractual effect.

## JOB PROFILE

The Operations Manager is responsible for managing key operations within the school.

## ACCOUNTABILITIES AND RESPONSIBILITIES

Managing the end-to-end key Bursary and Operations functions as detailed in the Main Responsibilities section of this job description.

Reporting to the Business Director, the role includes, but is not limited to the following tasks:

### Insurance

Manage the School's insurance process and relationship with the brokers, including renewal documents.

Handle all issues, referrals and complaints to resolution, ensuring timely communication with all stakeholders. Prepare forecast and budget data for Finance.

Ownership for relevant policies.

### Coaches

Manage the School's coach operations to provide an excellent service.

Provide an on-call service to coach operators outside of school hours in cases of emergency, vehicle breakdowns or traffic issues, and ensure stakeholders are kept informed.

Manage an annual service and KPI review in conjunction with a retender, including exploring all possible route options for incoming cohorts, to manage expectations and to drive standards.

Ensure compliance with latest regulations.

Manage retender of routes.

Provide school staff with assistance with coach bookings for trips to ensure compliance and liability cover.

Prepare forecast and budget data for Finance.

Prepare termly fee billing for Finance. Handle all issues and complaints to resolution, ensuring timely communication with all stakeholders.

Maintain accurate passenger lists which are copied to operators in the event of issues and emergencies.

Ownership for relevant policies and procedures.

### Catering

Manage the School's catering function including the core, Atrium and hospitality services, to develop a sustainable, innovative service that promotes a positive food experience.

Manage the Chef Manager on site, including involvement in appraisals, recruitment and probationary meetings to ensure best fit for the School.

Establish and undertake termly KPI reviews to aim for excellent service delivery.

Manage relationship with the catering team including external supplier.

Ensure compliance with law and regulations by carrying out frequent spot checks and enforcing highest standards possible.

Develop new revenue opportunities for Atrium including overseeing hospitality to ensure it is a positive reflection on the service.



Working with Director of Marketing & Admissions and the provider, produce all marketing for core and Atrium.

Working with the provider, devise menus based on budget, survey feedback and nutritionist advice, and arranging themed/seasonal lunch days.

Constantly develop systems and operations to ensure efficiency in food service.

Provide staff with guidance internal and external catering bookings to ensure compliance with H&S regulations, to minimise any liability exposure to the School.

Handle all issues and complaints to resolution, ensuring timely communication with all stakeholders.

Attend the junior and senior school lunch meetings.

Reconciliation of invoicing, challenging any variances, and budget monitoring.

Prepare forecast and budget data for Finance.

Prepare termly fee billing for Finance.

Ownership for relevant policies.

### Lettings

Manage the lettings of school facilities and properties.

Ensure lettings process is fully compliant with policies and procedures.

Submit accurate monthly billing information to Finance.

Support Friends of SWPS with their events to ensure compliance and requirements met.

Develop new revenue opportunities, for

example extending lettings out of season and creating new associations.

### Utilities

Manage school utilities including budget, forecasts and actual.

Manage relationship with brokers (energy and rates).

Work in partnership with Estates to develop KPIs for rates and utilities.

### Bursary applications

Manage Foundation and Hardship applications and reviews ensuring a robust and fair process.

Prepare forecast and budget data for Finance.

Manage the preparation of bursary report for governor papers.

### Administration

Ensure the relevant process documentation is always kept to date for operational processes under the remit of this role including working closely with other depts and Head to ensure regulatory documentation is centrally stored for inspection.

Keep up to date with regards to latest legislative changes relating to Bursary operations and file relevant guidance. Ensure that relevant aspects of the School's Health & Safety policy are implemented.

Manage the renewal of all licensing activities including for events to ensure compliance.

### GDPR

Manage the documentation and compliance process for GDPR with Business Director ensuring compliance

with third party provider process and GDPR regulations.

Develop a compliance programme and operationalise this.

Attend annual training.

### Other

Form good relationships with students, parent/carers and suppliers.

Undertake any reasonable task as directed by a Senior Leadership Team member.

Strive for personal and professional development through active involvement in the School's appraisal system and performance management procedures.

Be committed to the safeguarding of children and young people.

## CHILD PROTECTION

The post-holder's responsibility for promoting and safeguarding the welfare of all students with whom they come into contact, will be to adhere to and ensure compliance with the School's child protection policies at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns to the School's Designated Safeguarding Lead.

## COMMITMENT TO SAFEGUARDING

Sir William Perkins's School is committed to safeguarding and promoting the welfare of children and young people. Applicants must undergo child protection screening, including checks with past employers and the Disclosure and Barring Service.





## OPERATIONS MANAGER

## PERSON SPECIFICATION

### SKILLS, EXPERIENCE & QUALIFICATIONS

#### QUALIFICATIONS AND EXPERIENCE

Good level of School qualifications.

Experienced administrator is essential.

Experience of a role involving detailed organisation and attention to detail.

Experience of using a Management Information System is desirable but not essential.

Experience working in a School is desirable but not essential.

Experience of working with children or young people is desirable but not essential.

#### KNOWLEDGE SKILLS AND ABILITIES

Excellent organisational and time management skills.

Stays calm under pressure.

Able to relate effectively and to earn the confidence of colleagues, students, and parents.

Confident user of IT, including word processing, spreadsheets and management information systems.

### PERSONAL ATTRIBUTES

Ability to relate effectively and to earn the confidence of colleagues, students, and parents.

Ability to use strategies that effectively support the School's policies and procedures, e.g., on safeguarding, health & safety, rewards and discipline, monitoring, and tracking, etc.

Good organisational and time management skills.

Knowledge and understanding of effective monitoring systems including tracking/target setting.

Commitment to the aims, ethos and objectives of the department and the School.

Professional and act with integrity at all times.

Good communicator.

Enjoyment of new challenges and experiences.

Flexible and reflective.

Reliable and dependable.

Dedicated and hard-working.

An effective team-player, who has a keen interest in all aspects of School life and happy to get involved.

Kind, positive, enthusiastic and with a good sense of humour.





# WORK WITH US

SIR WILLIAM PERKINS'S SCHOOL IS A FRIENDLY,  
EXCITING AND SUPPORTIVE PLACE TO WORK.  
THE SCHOOL OFFERS AN ATTRACTIVE RANGE  
OF BENEFITS

## BENEFITS

Enrolment into Aviva pension

Life Assurance

Limited staff parking and secure bike  
sheds

Access to Employee Assistance  
Programme (EAP)

Access to a staff discount platform

Free lunch during term time

Opportunities to travel the world through  
domestic and international trips and tours

Access to library

Fee remission

Staff social committee





# JOIN US

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## APPLICATION

Applications will be considered on arrival and the School reserves the right to interview and appoint before the closing date

## LOCATION

Full details are available at [www.swps.org.uk/contact-us](http://www.swps.org.uk/contact-us)

### By Road

The school is conveniently situated on the A320 between Staines and Woking, with easy road access and Junction 11 of the M25 is within a few minutes' drive of the school

### By Rail

Chertsey Train Station is a five minute walk away from the school







SIR WILLIAM PERKINS'S  
SCHOOL

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