



JOB DESCRIPTION

Department:	Operations
Post:	Operations Manager
Responsible to:	Head of Operations
Job Purpose:	The Operations manager supports the Head of Operations in the leadership, management, and continuous improvement of the School's operational services. The role is responsible for assisting in the delivery of safe, efficient, compliant, and cost-effective operational services while acting as deputy to the Head of Operations and providing leadership across operational departments. The post holder will ensure high standards of service delivery, support operational planning and coordinate cross-functional activities, to meet the needs of the School community.

MAIN DUTIES AND RESPONSIBILITIES

Operational Leadership

- Support the Head of Operations in the management and coordination of operational services, including:
 - Millfield Community team
 - Events and Logistics
 - Health and Safety
 - Transport
 - Millfield Enterprises Limited
 - And any other areas as directed by the line manager
- Act as deputy for the Head of Operations during periods of absence, ensuring continuity of service and effective decision-making.
- Assist in the development and implementation of operational strategies, policies, and procedures.
- Promote a culture of excellent customer service, teamwork, accountability, and continuous improvement.

Facilities and Service Management

- Support the planning and logistical requirements of all school events including the management of the parcel store.
- Ensure the Millfield Community Team is adequately staffed and operated to deliver a professional service.
- Ensure the Millfield Community Team has a working knowledge of access control, alarms and security systems and have the appropriate training.
- Responsible for the day-to-day management of the schools' security systems.

- Manage all aspects of the helicopter landing site.
- Ensure operational issues are identified, escalated, and resolved promptly.
- Assist in maintaining a safe, secure, and welcoming environment for pupils, staff, parents, and visitors.

Budget and Financial Management

- Support the Head of Operations in monitoring departmental budgets and expenditure.
- Identify opportunities for efficiencies and savings while maintaining service quality.
- Ensure purchasing activities are conducted in accordance with School procedures.
- Ensure effective contract management

Compliance, Health & Safety

- Support compliance with all relevant legislation, regulations, and School policies.
- Assist in the implementation and monitoring of health and safety requirements.
- Maintain accurate operational records and compliance documentation.

Communication and Stakeholder Engagement

- Develop effective working relationships with staff, pupils, parents, contractors, and visitors.
- Represent the Operations Department at meetings as required.
- Prepare reports and management information for the Head of Operations and Senior Leadership Team.

Continuous Improvement

- Identify opportunities to improve operational efficiency and service delivery.
- Support operational projects and change initiatives.
- Assist with the implementation of new systems, technologies, and working practices.
- Encourage innovation and best practice across operational teams.

General Responsibilities

- Uphold the School's values, policies, and professional standards.
- Maintain confidentiality and comply with data protection requirements.
- Undertake training and professional development as required.
- Responsible for ensuring departmental compliance with fire safety procedures and staff training, as outlined in the [Fire Safety Policy](#).
- Any other duties that your line manager sees fit, providing that such duties are appropriate to your role.

Safeguarding Responsibilities

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

The Operations manager will:

- Undertake safeguarding and child protection training as required.
- Act in accordance with the School's safeguarding policies and procedures.
- Report concerns regarding the welfare of children promptly and appropriately.
- Support a safe and secure environment for all pupils.

PERSON SPECIFICATION

Essential

- Significant experience in facilities, operations, estates, hospitality, or service management.
- Experience managing teams in a complex operational environment.
- Strong organisational and problem-solving skills.
- Experience leading operational projects.
- Excellent communication and interpersonal skills.
- Experience of managing contractors and service providers.
- Sound knowledge of health and safety requirements.
- Competence in budget monitoring and resource management.
- Ability to work effectively under pressure and manage competing priorities.

Desirable

- Experience within an educational, boarding school, hospitality, or similar environment.
- Professional qualification in Facilities Management, Operations Management, Health & Safety, or a related field.
- Knowledge of procurement and contract management practices.
- IT literate
- Demonstrate systems and process improvements

Millfield School is committed to providing a safe and inclusive environment for all. We are a community that celebrates diversity, supporting our pupils and employees to be brilliant as individuals.

We are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Specific safeguarding responsibilities for this position are outlined in the job description. Offers of employment are subject to satisfactory safeguarding checks including, but not limited to, Enhanced DBS clearance. All positions within the school are exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Be kind, be individual, be brilliant. Millfield School, where being an individual is recognised as the key to brilliance.

☐ I understand the duties and commitment statement listed above.

☐ I require clarification of the duties listed above.

Signed:.....

Print Name:

Date:.....