**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **POST:** | Operations Manager |
| **RESPONSIBLE TO:** | Corporate Director ICT, Data and Estates |
| **GRADE:** | Support Grade 8 |
| **CORE PURPOSE:** | To lead the Estates Teams and Estates Capital Projects across the Trust, ensuring the premises are of high standard, compliant, and proactively maintained and developed to a high quality. Take the lead role in Health and Safety. Proactively manage external contracts including the catering, cleaning, transport and other external facility related contractors. Support the due diligence activities for new academies joining the Trust. |
| The job description will be reviewed regularly to reflect, or anticipate changes to, the job commensurate with the salary and areas of responsibility. |

**Working within the Estates Department the post holder will:**

• Support the implementation the Trust’s vision and values

• Develop Multi Academy Trust (MAT) in relation to Facilities, Health and Safety, and Grounds

 Maintenance areas and ensure the policies are promoted and adhered to

• Contribute within the MAT to develop a learning culture with high expectations in a safe, compliant and secure learning environment

• Foster effective relationships with stakeholders in the Academies

• Travel between Academies sites as required

**Specific Responsibilities:**

• To lead, develop and manage the Estates teams to ensure that their long-term objectives are met within the delivery of day-to-day duties.

• Proactively lead capital projects, including initial assessment and scoping, through the design and procurement stages and overseeing the on-site delivery. Arranging all works to maximise service but to minimise impact on the Academy day and teaching. Liaise with appropriate organisations and agencies in connection with planning and conducting minor and major works at each Academy, ensuring compliance with health and safety requirements

* Update the long-term refresh plans of the MAT in conjunction with the Corporate Director and Chief

 Operating Officer.

• Manage and report on the facilities service desk, ensuring agreed KPI’s are adhered to and jobs are implemented in a timely fashion and that work carried out in-house is completed to a high standard and adheres to statutory compliance requirements.

• Manage and oversee the delivery of the planned preventative maintenance (PPM), ensuring that they are appropriate and completed in line with best practice and statutory compliance requirements are met in the area of Health and Safety.

• Proactively manage the Catering/Cleaning/Transport contracts, ensuring the performance of contractors are in accordance with the contract, and meeting the expectations of the MAT.

• Act as the Health and Safety Lead for the Trust to ensure that all practices and procedures are conducted in a way that meets all the relevant compliance requirements and supports the wellbeing of others.

• Lead on Risk Assessments and ensure that appropriate training is provided to staff to ensure that they can undertake their duties.

• Manage Fire Risk Assessments and ensure Fire Wardens are available and trained.

• Manage the overall security of the building, including CCTV control and monitoring, Door access Control, Intruder and Fire alarms, and if required to attend the Academy in the event of an out of hours emergency.

• Manage and monitoring of external contracts and Service Level Agreements, service delivery and performance quality standards.

• Take the lead in relation to sustainability and implement strategies to reduce the MAT’s emissions.

• To proactively manage all facility related budget, including the Utilities contracts of the MAT.

• To maintain the electronic asset register database for equipment

• Implementing policies in relation to the MAT including security, health and safety

• Oversee and line manage the Sports and Community function at the appropriate Academies.

• To support the Chief Operating Officer in implementing the Academy Trust’s risk management policy

• Contribute to the strategic planning and decision making within the MAT.

• Contribute to the overall ethos/work/aims of the MAT

**Developing Self and Working with Others**

• Take part in an annual staff performance review with line manager

• To create and maintain good working relationships among all members of the Trust community

• To work collaboratively with teaching staff to support students in their learning and the preparation of learning resources

• To set an example to students in work ethic, conduct, dress code, punctuality and attendance

**Variation in the Role**

Given the dynamic nature of the role and structure of it must be accepted that, as the Trust’s work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time commensurate with the grading level of the post and following consultation with the member of staff.

**Equality and Diversity**

New College Durham Academies Trust is committed to equality and diversity for all members of society. The Trust will act to discharge this responsibility but many of the actions will rely on individual staff members at New College Durham Academies Trust embracing their responsibilities with such a commitment and ensuring a positive and collaborative approach to Equality and Diversity. Failure to embrace these commitments may lead to formal action.

**Commitment to Safeguarding Vulnerable Groups**

New College Durham Academies Trust is committed to safeguarding & promoting the welfare of children and young people, as well as vulnerable adults, and expects all staff and volunteers to share this commitment.

This job description is subject to annual review.

**Postholder’s signature:**

 **Date:**

**Chief Operating Officer’s signature:**

**Date:**

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **CRITERIA** | **Essential** | **Desirable** | **Where assessed** |
| **A** | **Education and Qualifications** |
| 1 | Relevant technical qualification/ Professional School BusinessManagement/ Facilities Management qualification | **√** |  | A |
| 2 | Willingness to work towards achieving NEBOSH General Certificate/ Diploma | **√** |  | A |
| **B** | **Knowledge and Experience** |
| 3 | Proven relevant experience of managing buildings and services in an educational or similar environment | **√** |  | A, I, R |
| 4 | Practical experience and knowledge of managing capital projects | **√** |  | A, I |
| 5 | Proven experience of management of compliance and delivering of planned preventative maintenance | **√** |  | A, I, R |
| 6 | Proven experience of contracts management | **√** |  | A, I |
| 7 | Experience of proactive maintenance on facilities and equipment | **√** |  | A, I, R |
| 8 | Knowledge and implementation of Health and Safety policies | **√** |  | A |
| 9 | Working knowledge of Service Desk Software and Incident Management | **√** |  | A, I, R |
| **E** | **Skills and Attributes** |
| 10 | Excellent oral and written communication skills. | **√** |  | A, I, R |
| 11 | Time Management | **√** |  | A, I, R |
| 12 | Excellent leadership skills with the ability to work with minimal supervision and direction, and act on own initiative | **√** |  | A, I, R |
| 13 | Ability to adjust to constantly changing work demands and to meet competing deadlines | **√** |  | A, I, R |
| 14 | Effective ICT skills | **√** |  | A, I, R |
| 15 | Good analytical skills, to make effective decisions | √ |  | A, I, R |
| 16 | Consultation and negotiation skills | **√** |  | I, R |
| 17 | Ability to develop and maintain relationships with a diverse range of stakeholders. | **√** |  | A, R |
| **E** | **Personal Qualities** |
| 18 | Positive attitude, with the ability to manage staff, motivate others and achieve successful outcomes. | **√** |  | I, R |
| 19 | Pragmatic and solutions-focused, with the ability to analyse situations and tackle problems successfully. | **√** |  | A, I, R |
| 20 | Commitment to continuous professional development. | **√** |  | A, I |
| 21 | Commitment to equal opportunities and diversity.  | **√** |  | I |
| **A Application form I Interview and assessment tasks R References** |