

Role Profile: Operations Manager

Purpose

Established in 2004, Cognita is an extraordinary family of diverse yet connected schools, spanning sixteen different countries. We share one common purpose: to create an inspiring world of education that builds self-belief and empowers individuals to succeed. With over 100 schools in Europe, Latin America, North America, Middle East and Asia, we employ 10,000+ teaching and support staff in the care and education of more than 60,000 students.

We want, like you, to work with smart, committed, and personable colleagues who we can trust, and who we know have our backs. We truly believe that building self-belief and empowering individuals to succeed – students and colleagues – is a worthy goal, and a vision that binds us together. Each of us in the team contribute to delivering an outstanding holistic education to our students.

Key Accountabilities

- Take accountability for everything in the 'back office' of the school.
- Sit on the School Senior Leadership Team (SLT) as the most senior non-academic member of staff.
- Establish strong and purposeful relationships across stakeholder groups including school-based colleagues; headteachers; parents; Pod and SSC colleagues
- Ensure the safe, smooth and efficient running of the school so teachers and other academic staff can concentrate on delivering an outstanding holistic education.
- Work together with finance colleagues in the central team to inform and track against school budgets and observe core finance processes linked to reporting, invoicing and debt collection
- Ensure the school meets regulatory requirements in all areas
- Ensure the school buildings and facilities are up to standard, clean, safe and fit for purpose
- Lead projects related to additional revenue generation by utilising the places and spaces the school has: such as sports facilities or buildings
- Support people related issues and questions, with guidance from the central HR team, including the management of pre-employment checks for staff and contractors
- Support the local implementation of projects that impact school operations such as IT system upgrades, student and staff device management, and people initiatives.
- Business partner the Headteacher on all operational matters and with Pod Finance Manager to ensure adherence to budget
- Deliver improved commercial performance through organic growth and operational excellence strategies

Safeguarding Responsibilities

- To comply with safeguarding policies, procedures and code of conduct
- To demonstrate a personal commitment to safeguarding and student/colleague wellbeing
- To ensure that any safeguarding concerns or incidents are reported appropriately in line with policy
- To engage in safeguarding training when required

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent organisational and interpersonal skills with the ability to deliver accurate and clear communications in writing, face to face or by telephone • Ability and presence to be proactive and work on own initiative, with limited supervision, and be able to manage concurrent projects and priorities • Commerciality – ability to take decisions weighing up the costs and benefits • Ability to plan, organise and prioritise a heavy workload • App skills: Excel, Word, PowerPoint and Outlook skills 	<ul style="list-style-type: none"> • Customer service – query and complaint management • Property or facility management
Qualifications		<ul style="list-style-type: none"> • Degree • Financial qualifications • Operational qualifications such as health and safety and/or safeguarding accreditations
Experience	<ul style="list-style-type: none"> • Successful track record of leading multi-disciplinary teams, with a commercial and operational focus 	<ul style="list-style-type: none"> • Previous experience of working successfully across multiple sites with multiple stakeholders • Experience of working within a school or school's group, or within a complex organisation
Other	<ul style="list-style-type: none"> • Evidence of Continuing Professional Development 	<ul style="list-style-type: none"> • A mindset of quality, continual improvement, and customer service • Solution focus and demonstrating a can-do attitude

Key Stakeholders:

Internal – All school staff, pupils

Cognita – Colleagues across Cognita schools and teaching and learning networks

External – Key external relationships, suppliers and parents

The Key Accountabilities listed above are not exhaustive and may be varied from time to time as dictated by the changing needs of Cognita. In this case, any significant changes or variations will be consulted with the post holder before undertaking these responsibilities.

To be signed and dated by employee:

Signed:

Name (print):

Date: