Wollaston School

HR & OPERATIONS MANAGER

Job Description
November 2019

WOLLASTON SCHOOL

JOB DESCRIPTION

NAME OF POST HOLDER:

POST TITLE: HR & Operations Manager

Post Purpose:

The HR & Operations Manager exists to support the whole school through the effective management and delivery of the Human Resources and operational functions to the Senior Leadership Team of Wollaston School and to work collaboratively with other schools in the Nene Valley Partnership Multi-Academy Trust (MAT). As the HR & Operations Manager, you will have a direct influence and positive impact on the people in the organisation. The successful candidate will benefit from person-to-person interaction and relationship building, supporting employees directly, co-ordinating, planning and executing HR activities; this may involve guiding senior management through the various HR disciplines: recruitment process, benefits programs, training in conjunction with the School Business Managers, employment disputes and other administrative needs, which are important to employees within the school. The HR function aims overall to deliver effective and efficient support, maintaining the agreed standards of service, to the students, staff and parents who make up the school community.

Overseeing key operational functions within the school and at times, across the MAT, the HR & Operations Manager is responsible for leading the development and implementation of the marketing strategy for the school & Nene Valley Partnership which is crucial to supporting the school and MAT's image and reputation within the local market. In line with these responsibilities, this role includes website management and line management of identified support staff.

Link relationships: Senior Leadership Team & Nene Valley Partnership Members

Working Hours: 40 weeks. 37 hours. (38 weeks term time, plus 5 training days & 5 days in the school holidays as determined by your line manager.)

Working Hours: Monday-Thursday, 08.30am-16.30pm and Friday, 08.30am- 16.00pm.

Salary/Grade: NJC scale Grade K. Point 32-36. Actual Salary: £30,601 - £34,141 per annum

Reporting to: School Business Manager

Disclosure Level: Enhanced

HR RESPONSIBILITIES

- Support the work of the Headteacher (and the Governing Body) in developing an HR strategic plan with mid and long-term objectives.
- Deliver the strategic plan across the school and in harmony with NVP HR policies and processes.

- Proactively support management of Employee Relations cases ranging from Discipline, Grievance, Capability/Performance to Absence Management:
    - Develop relevant reports to monitor absence, performance reviews & training. Monitor sickness absence of staff and highlight concerns to the Business Manager, arranging return to work interviews/meetings with staff and complete relevant paperwork.
    - Take and produce minutes for all meetings that are HR related, including all hearings. Informal and formal meetings where required.
    - Advise line managers on first steps of the performance management process including disciplinary, grievance & capability and take minutes at Disciplinary, Grievance & Capability Hearings.
- Oversee end-to-end recruitment, on-boarding and induction processes in conjunction with the Head and the SLT; produce offer letters, contracts and letters detailing changes in employment conditions.
- Support the processes in place to enhance performance of our staff, such as equality and diversity, talent management and health and wellbeing and promotion of staff incentive schemes.
- Oversee HR administration and records, including Disclosure checks and right to work documentation & the Single Central Record.
- Complete leavers' processes such as exit interviews.
- Undertake HR projects, as required by the Headteacher/Business Manager e.g. pay and incentive reviews.
- HR reporting including management information, as required to both SLT and governors/trustees.
- To keep up to date with developments in employment legislation and human resource best practice and ensuring all HR policies are up to date and available to staff.
- To abide by the Codes of Practice set by The Chartered Institute of Personnel and Development.
- Keep updated the relevant HR policies and have them accessible to staff.
- Complete referrals to OH or any other agency supporting staff wellbeing.
- Complete the work force survey annually and ensure SIMS is up to date and contains the relevant information to complete the return.
- Researching and implementing HR platforms and systems for the trust to support current and future practice.
- Ensuring all training is recorded and a part of a whole MAT training log.
- Any other duties as required.

MARKETING RESPONSIBILITIES

- Implement advertising, communications and event activities to support recruitment and retention.
- Responsible for the production of the annual school prospectus and any other marketing campaigns.
- Develop and execute effective PR initiatives across digital and off-line channels which build positive brand awareness.
- Manage and maintain the school and trust website/s including content and customer experience. Ensuring it meets legal requirements.
- Manage and maintain the school's social media channels.
- Work in partnership with the Senior Leadership Teams within the school (and MAT where appropriate) to plan and execute effective and cost effective digital recruitment and brand awareness campaigns.
- Manage and maintain internal marketing and communications to students and staff.
- Work with external companies to achieve best value for marketing across the trust.
- Ensure all internal forms of marketing are displayed using technology or noticeboards appropriately.

LEADERSHIP & MANAGEMENT

- To line manage and co-ordinate a team of the admin/office staff to ensure effective operation on a day to day basis. Complete performance management and target setting.

- To manage and co-ordinate the work of the administration team in order to ensure a coherent and efficient support staff service.
- Ensure training is delivered to maximise performance.
- To allocate staff time and duties in order to manage specific projects or busy times of the school year.
- Undertake regular 1:1 meetings with staff and conduct annual performance reviews.
- Oversee and co-ordinate cover for the admin teams and medical room, when sickness or absence arises.

GENERAL ADMINISTRATIVE RESPONSIBILITIES

- To oversee the full range of administrative services provided to the whole school community by the administration team.
- Practise confidentiality in handling sensitive information pertaining to students, staff and school matters/issues.
- Ensure administration resources are well used and kept fully stocked.
- Agree and maintain school/trust formatting of documentation and letters.
- Manage the admin budget/s.

ADDITIONAL RESPONSIBILITIES

- Maintain supportive relationships with parents and outside agencies, facilitating support for children's attendance, access and learning, and supporting home-school and community links.
- Carry out duties with due regard to the school's Health and Safety policy at all times.
- Work within and encourage the school's Equal Opportunity and diversity policies.
- Develop one's own professional expertise within the post, undertaking training as appropriate to ensure that relevant knowledge and skills are updated in order to support the development of the school.
- Contribute to the overall ethos, work and aims of the school by attending relevant meetings and adhering to policies and procedures within the school, participating in staff meetings and training days/events as requested.
- Undertake any other reasonable duties that are in keeping with post as may be determined from time to time by the Headteacher.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustment to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Signatures

Signed ……..... HR & Operations Manager

Signed ……..... Headteacher

Date ……..... **Date** ……..

PERSON SPECIFICATION

	Essential	Desirable
SKILLS, KNOWLEDGE & EXPERIENCE		
Demonstrable first class administration, organisation and secretarial skills	✓	
Highly proficient ICT user; highly skilled in the use of all Microsoft Office packages: particularly Word, Excel, Outlook [email] and Powerpoint and specialist school electronic communication software	✓	
Accurate and fast typing and word processing skills	✓	
Significant relevant previous experience of working independently within an office environment – consistently and positively fulfilling your role within the wider team function	✓	
Evidence of an ability to communicate effectively both in verbal and written form – particularly a good level of written English	✓	
Ability to adhere to legislation, codes of practice and policies/procedures within the school environment	✓	
Experience of working with SIMS management information system	✓	
Experience of working within a school environment and/or in similar role	✓	
QUALIFICATIONS		
A good level of general education: preferably educated to A-level standard or equivalent [*to include GCSE English & Maths at Grade C or above (or equivalent)]*	✓	
Recognised secretarial and/or ICT qualifications (relevant to the role)		✓
Recognised HR Qualification / certification		✓
PERSONAL QUALITIES		
Excellent interpersonal and communication skills, with a sound customer service approach. A pleasant professional manner	✓	
Ability to build and maintain effective/professional working relationships with all stakeholders of the school	✓	
Excellent organisational skills, with the ability to be flexible, manage time effectively, and demonstrate initiative when required	✓	
High level of accuracy and attention to detail, with an ability to preserve the confidentiality of information as appropriate	✓	
Evidence of a professional demeanour, are able to work effectively under pressure and meet deadlines – multitasking and using your own initiative as necessary	✓	
Ability to operate effectively individually or as part of a team when required	✓	