



Director of Operations

Job Description

Strategy

- As a member of the Senior Leadership team, work in partnership with the Governing Body to develop a long-term strategy to achieve the mission, vision and values of St Piran's.
- Work in close partnership with the Headmaster and the Senior Leadership Team to implement the strategic plan, particularly in respect of operations and risk.
- Lead the development of operational resilience across the school, ensuring effective systems, delegated authority and operational continuity.
- Provide to the Headmaster and Governing Body adequate compliance and risk information to enable them to monitor performance against the Commercial Risk Register.

Leadership & Management

- Be a trusted and inspiring leader of staff, coach and support them, and facilitate and encourage strong working relationships between the teaching and business staff.
- Serve as one of the school's senior operational leaders, ensuring clear accountability, effective decision-making and high-quality service delivery across operational functions.
- Support the development and implementation of the Scheme of Delegated Authority and ensure that responsibilities, accountabilities and decision-making processes are clearly understood across the organisation.
- Lead the development, testing and review of the school's business continuity, crisis management and critical incident response plans.
- Lead the review and improvement of operational systems, processes and technologies to increase efficiency, effectiveness and value for money.
- Appraise the Head of Facilities, Head of HR and the Clerk to Governors in line with the school's Professional Development Appraisal process.

Facilities

Work with the Head of Facilities to:

- Ensure that the facilities are always well presented, serviceable, safe, and compliant with regulations, including health and safety, fire and the Independent Schools Standards, liaising with expert external consultants as appropriate.
- Ensure the appropriate arrangements for the security of the site, liaising with the Manager of the Alix Burnage Centre and site residents.
- Ensure there is a rolling programme of refurbishment and maintenance across the school.



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- Improve energy efficiency and seek to integrate sustainable solutions and practices.
- Ensure the cleaning service is cost effective and meets the service requirements.
- Oversee capital projects including the feasibility, design, specification, planning, tendering and delivery to cost, time and quality including overseeing the work of external contractors; this includes prospective future builds.

Human Resources

Work with the Head of Human Resources (HR) to:

- Oversee the HR function and advise the Headmaster on policy, strategy, and all aspects of HR.
- Facilitate and encourage positive employee relations across all staff.
- Ensure compliance with all aspects of employment law and the relevant sections of Keeping Children Safe in Education and the Independent Schools Standards Regulations - including the Single Central Register with the DSL as the lead.

Health and Safety

- Act as the school's Responsible Person for operational compliance and statutory matters as designated by the Governing Body.
- Ensure that the school has appropriate arrangements in place including policies, procedures, equipment, training and funding to ensure compliance with all health & safety regulations including all statutory testing.
- Promote a positive Health and Safety culture throughout the school.
- Chair of the Health and Safety Committee.

Governance, Compliance and Risk Management

- Line manage the Clerk to Governors
- Attend and contribute to meetings of the Governing Body and sub-committees as required.
- Alongside the Director of Finance (DF), deliver a Business Report to governors on a termly basis.
- Work with the Clerk to Governors & Compliance Manager to ensure compliance with all applicable laws and regulations, ensuring business policies and procedures are in place and champion their application throughout the school.
- Identify, assess and manage risk, including management of the risk assessment process and Risk Register.
- Alongside the DF, ensure that the school has appropriate insurance cover for all key insurable risks.
- Lead on critical-incident planning and business continuity to ensure that the school is well prepared for any crisis.

The lists above are not exhaustive. Elements of these role descriptions may be changed by the Headmaster and Governing Body from time to time, following regular reviews of progress and as the school develops over time. The post-holder will be expected to comply with any reasonable request by the Headmaster or the Governing Body to undertake work of a similar level that is not specified in this role description.

Headmaster Mr Sebastian Sales

St. Piran's School • Gringer Hill • Maidenhead • Berkshire • SL6 7LZ

Telephone: 01628 594300 • Email: office@stpirans.co.uk • www.stpirans.co.uk





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PERSON SPECIFICATION

The successful candidates will bring the following qualifications, experience, skills and knowledge, leadership style and personal attributes.

Qualifications and Experience

- Educated to degree level or equivalent in a business-related subject.
- A track record of successful senior operational experience in a school setting is preferred.
- Direct experience of operational delivery including compliance, human resources and health & safety.
- Experience in project management, contract negotiations and ability to manage multiple projects.
- Working within a regulatory framework.

Skills and Knowledge

- Strong strategic abilities and organisational skills with the capacity to guide whole organisational development whilst maintaining direct operational responsibilities.
- Experience of governance support and working with boards/trustees.
- Strong understanding of organisational compliance, risk management and business continuity.
- Experience leading multidisciplinary support teams.
- First-class communication skills – able to balance robustness with constructive, positive discussion and diplomacy with the confidence and personal authority to represent the school with a broad range of stakeholders.
- Excellent interpersonal skills and high levels of emotional intelligence, with a proven ability to operate effectively and efficiently in a diverse environment while maintaining a sense of humour.
- An in-depth understanding of the commercial, economic, and financial imperatives in the leadership and management of independent schools.
- A clear and analytical thinker – willing to be flexible, solution-focused and willing to listen to others as well as take difficult decisions when necessary.
- An understanding of the school's responsibilities in relation to Safeguarding and Child Protection issues and a clear commitment to delivering best practice in safeguarding.

Leadership Style and Personal Attributes

- A highly visible and agile leader who can work both independently and as a key team member, able to build rapport, empower colleagues and gain the confidence of wider stakeholders.
- Strong personal drive with the ability to lead others by example.
- High personal and professional standards, honest and with discretion and integrity.
- High levels of self-awareness, humility and flexibility, as well as transparent and collegiate.
- Calm, consistent, diplomatic and empathetic.
- A deep commitment to St Piran's vision, mission and values.
- Value and promote equality, diversity and inclusion.