

OPERATIONS MANAGER JOB DESCRIPTION

Job Title:	Operations Manager
Line Manager:	Head of Operations
Job Grade:	G6

Purpose of Job

Under the guidance and supervision of the Head of Operations, the Operations Manager is responsible for providing high quality and sustainable operational support to the whole school. It includes but not limited to overseeing repair and maintenance of facilities, catering, transport, security, health and safety etc.

Duties and Responsibilities

Responsible for Campus Soft Service and Compliance

- Work with the Head of Operations to plan key administrative projects;
- Responsible for the school events by working with different internal clients and external stakeholders.
- Set up and improve the Standard Operation Procedure (SOP);
- Provide clarification and training on SOPs to all internal and external stakeholders
- Support external relations team to establish positive relationships with relevant government and community agencies;
- Ensure school license compliance in line with Harrow's overall vision, ethos and mission;
- Accountable for on-site catering service are up to Harrow standard and ensure customer satisfaction and food hygiene are up to superior standard.
- Ensure prompt communication of government rules and regulations to relevant stakeholders by working closely with the Government Affair Officer;
- Delivery the independent service standards review and inspection of all services function.
- Monitor maintenance contractors' performance in cooperation with all kind of Soft Service Provider and report any deficiencies to the Head of Operations
- Work closely with the external Facilities Service Provider ensuring repair and maintenance, housekeeping etc works orders are carried out effectively and efficiently and the school campus is kept in good state
- Assist in preparing budget for all administrative related items and third party's expenditure.
- Ensure the school premises and facilities are adequately maintained, inspected, serviced and compliant with the local legislation and regulation. Report any defects or irregularities to the Head of Operations

Health, Safety & Security

- Provide safeguarding training to external providers
- Ensure that all external providers staff are safe to work in a school environment with relevant police checks and update details for the single central register
- To be responsible for ensuring all premises within the incumbent's remit are adequately maintained, inspected and serviced to ensure compliance with legislation.

Clinic



HARROW
INTERNATIONAL
SCHOOL
哈罗国际学校

SHENZHEN QIANHAI 深圳前海 SHENZHEN QIANHAI 深圳前海



HARROW
INNOVATION LEADERSHIP
ACADEMY
哈罗礼德学校

- Oversee school doctors and nurses' performance and ensure a smooth clinic operation in school;
- Communicate with school doctors and nurses and ensure school policies and requirements are followed up properly;
- Assist school doctors and nurses to make standard operation procedures and implement it in Harrow;
- Hold periodical meetings with school doctors and nurses and draft the monthly reports.

Other

- Tasks as assigned by the Head of Operations to support the success of the Operations Department.

Requirements

Experience

- Bachelor's degree in Business Administration, or related areas
- Minimum 5 years proven operation management and client relationship management experience or equivalent

Professional skill and knowledge required

- Excellent organizational and communication skills, including prioritization of work and time management;
- Experience of negotiating with external suppliers to secure the best service deals;
- Solid People management skills
- Sound understanding of regulations and practice;
- Excellent English and Mandarin language skills.

Desired but not mandatory

- Ability to organise and negotiate contracts
- Effective time and workload management
- Effective project management skills
- Ability to form good working relationships with a wide range of groups and individuals
- Self-motivated and able to work unsupervised and on own initiative

Education is an ever-changing service and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description. This job description may be amended at any time following discussion between the line manager and member of staff, and will be reviewed annually during the appraisal process, and will be varied in the light of the business needs of the school.