## THE PALMER CATHOLIC ACADEMY

**Part of The Good Shepherd Catholic Trust** 



### JOB DESCRIPTION

**POST:** Business Operations Support Manager

**SALARY SCALE:** LBR 8, point 26-28 £40,180-£42,060 FTE, £36,065-£37,752 actual

**HOURS OF WORK:** 36 hours per week, term time plus 2 weeks

**REPORTING TO:** Head of Business Operations

**PURPOSE OF THE JOB:** Alongside the Head of Business Operations, coordinate and ensure the

smooth running of day-to-day operations at the academy.

#### **RESPONSIBLE FOR**

#### Main duties and responsibilities:

- Oversee, Implement and maintain administrative systems and processes to maximise impact and improve efficiencies and services across the academy.
- Support the Head of Business Operations to deliver a range of services which contribute to an outstanding student and staff experience.
- Contribute to strategies which support the academy to deliver its academic and business plans, providing relevant management information to inform business planning processes.
- Work closely with SLT, Premises, Human Resources, Finance, Welfare, and IT to ensure that key priorities are delivered at the academy.
- Engage effectively with colleagues across the academy to understand operational requirements, identify issues and provide solutions.
- Lead and manage the office team (including the welfare officer), providing motivation, support and guidance, direction, and performance management.
- Work with external suppliers and contractors in the management of the academy facilities and services, to provide an appropriate and well-maintained work and study environment.
- Manage day to day premises and health and safety issues on behalf of the Head of Business
  Operations and work in collaboration with relevant personnel to maintain a healthy and safe
  environment for staff and students.
- Support the Head of Business Operations in setting and closing the budget and monitor and approve expenditure in the absence of Head of Business Operations. Also advising on financial implications of management options and decisions.
- To secure best value for the academy in its ongoing contracts, tenders and service level agreements for goods and services with suppliers, where appropriate.
- Ensure the promotion, monitoring and management of health and safety staff development, including compliance with mandatory training.

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- To develop and maintain the academy's systems and procedures, in particular being responsible
  for the management and use of the premises management system and other associated
  systems at the academy.
- Support the implementation of the academy's Health and Safety Policy and ensure that all
  health and safety and premises related policies and agreed practices are fully and consistently
  adopted at the academy.
- Develop procedures and quality control systems to ensure compliance. To investigate and utilise, where relevant, appropriate external best practice to support continuous improvement.
- Oversee the academy's risk assessments.
- Liaise with IT and external suppliers as appropriate, in the provision, maintenance, renewal and replacement of equipment and infrastructure.
- To help ensure academy compliance with GDPR in accordance with the academies procedures and systems.
- Ensure effective communication and development of systems and procedures across support services.
- Minute meetings as requested by SLT.
- Manage the academy's data retention processes and archiving of student files.
- Respond to internal and external queries regarding academy operational matters.
- Work with the Head of Business Operations to complete inspections and audit actions.
- Support with management of and completion of records of compliance on the compliance system; Every.
- Assist in investigation of accidents and dangerous occurrences, reporting any accidents in line with academy policies to the borough and the HSE.
- Organise appropriate training for staff and maintaining records.
- Input of overtime claims in absence of HR Manager.
- Preparing and printing staff ID cards.
- Management of the academy's mobile SIM plan and academy mobile phones including trip phone.
- Assist in trip administration.
- Organise and maintain minibus driver and vehicle information, including Midas training.
- Act as lead investigator for complaints when required.
- Assist the Head of Business Operations with premises project work as required.
- Any other reasonable duties in line with the requirements of the role.
- To deputise in the absence of the Head of Business Operations when required.
- To carry out first aid duties when required.

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# PERSON SPECIFICATION: BUSINESS OPERATIONS SUPPORT MANAGER

	Essential	Desirable
Qualifications	Educated to degree level or equivalent occupational experience	Diploma in School Business management or equivalent qualification.
Experience and abilities	Strong team leadership experience with excellent people, planning, organisational and operational management skills to motivate colleagues and monitor premises and data daily  An ability to communicate and build relationships with a range of stakeholders  Ability to lead and manage an operational administrative team to deliver strong performance  Experience of managing supplier relationships to ensure high standards are maintained  A clear understanding of Health & Safety requirements  Experience in Microsoft Office & advance skills in Excel data management & reporting	Working in a secondary school  Knowledge of Arbor and HCSS budgets (Access)  Knowledge of GDPR regulations  Knowledge of 'Every' premises compliance system  Health & Safety qualification such as 'IOSH'  Experience of managing a small team
	Ability to work independently and on own initiative  Excellent time management and ability to meet deadlines  Ability to demonstrate attention to detail  Ability to work flexibly under pressure	
Skills	Excellent communication and interpersonal skills  Proven project and contract management skills  The ability to organise and develop effective systems	Budget management
Health and safety	First aid trained or willing to be trained	First aid at work certificate

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