



MALVERN ST JAMES

Girls' School

DIRECTOR OF OPERATIONS AND COMPLIANCE

Full-Time





MALVERN ST JAMES LTD

Malvern St James (MSJ) is a leading boarding and day school which presents an imaginative vision of education for girls from the age of 4 through to 18, taught within a positive, purposeful atmosphere. MSJ fosters creativity and bold thinking, challenging, and encouraging every girl to extend her personal horizons and realise her full potential.

MSJ is in the heart of Malvern in Worcestershire, two hours from London and one hour from Birmingham, having excellent transport links. Great Malvern station is situated opposite the School. The MSJ bus service covers five counties to pick up and return pupils each day.

The School is home to a warm and welcoming community – girls, parents, staff, and governors alike, enjoying the friendly and buoyant atmosphere of shared celebration, extolling personal success in every field of endeavor. MSJ offers a range of boarding options (ages 7 – 19) to fit in with the demands of modern family life and girls can choose from full, weekly, or flexi-boarding. Ofsted recognised the exceptional standard of boarding with an ‘Outstanding’ inspection judgement, which extends to all areas of Malvern St James. Malvern St James also received the highest rating of ‘Excellent’ in the ISI’s Educational Quality Inspection in May 2017. In March 2021, the School was awarded the Carnegie Mental Health Gold Award for its outstanding pastoral care and support for pupil and staff mental wellbeing.

Intellectual and social confidence, personal development and achievement lie at the heart of the School and each pupil is treated as an individual. MSJ promotes academic excellence and innovation in teaching and learning throughout the school which provide each girl with the challenges and support to develop her talents, character, and abilities to the full. We prepare pupils for the most competitive UK and international universities and pathways. This individual emphasis is complemented with teamwork, community values and the importance of service to others.

The School has excellent facilities which include an award-winning Science and Mathematics Centre, a Drama Studio, Music Centre in Avenue, several IT suites, and a multi-media Language Laboratory. The School has a brand-new

Astroturf, launched in October 2020. At MSJ we use Microsoft and there has been significant investment and development of E learning in recent years with WiFi upgrades across the site. The School is currently creating a state-of-the-art Learning Hub centred in the Library and radiating out to learning zones throughout the School to support its commitment to innovation and learning and initiatives in STEAM (Science, Technology, Engineering, Arts and Mathematics).

The Year 13 Sixth Form Boarding House has recently been transformed in 2018 with an extensive, highly contemporary, refurbishment programme to provide a transition house for university and the next phase of this programme of improvements within boarding is currently taking place in Benhams, the new Year 11 Boarding House.

Girls take full advantage of the enviable setting and superb facilities, which inspire a wonderfully rich and imaginative extra-curricular life. They leave Malvern St James as poised, self-assured young women who can meet and embrace, with integrity, the challenges, and risks of our modern world. The Good Schools Guide observed on visiting the School that MSJ is 'full of girls who are going to change the world'!

Whilst a multi-faith community and non-denominational, the School is founded on Christian principles and has a Christian ethos which underpins the School's daily life. There are regular opportunities for Christian worship.

We offer staff who come to work at the School:

- the opportunity to work with highly motivated staff and talented pupils
- commitment to your professional development
- convenient location in Malvern with excellent transport links
- competitive salary scale



DIRECTOR OF OPERATIONS & COMPLIANCE

Key Responsibilities and Accountabilities

The Director of Operations & Compliance reports to the Headmistress and Council and is a member of the School's Leadership Team. The post holder has responsibility for leading the majority of non-teaching staff within the School to deliver the environment for the teaching staff to maximise the potential of pupils. Direct reports include the Estates team, in-house Catering Department, Housekeeping team, Transport team, IT staff, Human Resources and administrative personnel. With a diverse portfolio, the Director of Operations & Compliance has the following responsibilities:

Strategy and Planning

- Work with the Senior Leadership Team, Director of Finance, and School Council to help formulate and ensure the successful delivery of the School's Strategic Plan and vision for the future;
- develop the extensive medium to long-term capital expenditure programme in line with the Strategic Plan;
- in conjunction with the Director of Teaching & Learning and Senior Leadership Team, oversee the delivery of IT in accordance with the School's IT Strategy;
- constantly review the School estate, identifying potential maintenance needs and opportunities for rationalisation and develop and deliver a preventative maintenance programme for the School estate;
- in conjunction with the Governors, Director of Finance, stakeholders and professional advisors, develop specifications for major building or refurbishment projects;
- work with the Director of Finance to oversee business development for MSJ Enterprises to maximise revenue streams from commercial activities and lettings to support the School's strategic goals;
- constantly review and manage the personnel needs of the non-teaching team to ensure the successful

delivery of the School's Strategic Plan and vision for the future.

Financial

- Ensure that budgets for the Operations team are managed effectively and in line with the School's needs;
- ensure that adequate controls are in place to prevent fraudulent use of the School's funds or property;
- oversee contracts and purchases, ensuring that all are handled appropriately, deliver value for money, and are completed in line with delegated financial powers, contract limits and authorisations.

Operations

- Have overall responsibility for the delivery of day-to-day support operations across the School;
- build strong professional teams and a culture of continuous improvement while ensuring that the School is able to meet its overall needs;
- ensure that those managers reporting to the Director of Operations & Compliance are given responsibility for the management and delivery of their budgets and supported in achieving their targets;
- develop and agree KPIs for the departments, including reporting regimes;
- plan, promote and implement a continued improvement of the School estate including:
 - maintenance of existing buildings in line with the planned preventative maintenance programme
 - planning and delivery of minor works programme
 - planning and delivery of new building projects in the framework of the School's strategic plan
 - periodically updating of the School's building survey.
- oversee the management of residential property owned by the School;
- oversee business development for MSJ Enterprises to maximise revenue streams from commercial activities and lettings working closely with the business development lead, heads of catering, housekeeping and estates to support the financial targets for each year;
- ensure the efficient delivery of highest standards of safety, security and porter services;
- oversee and control of the School's (in-house) housekeeping service including periodic market testing;
- oversee the School's in-house catering operations including periodic market testing of food suppliers and out-sourced suppliers;
- deliver effective IT and telephone services across the School for academic and administrative functions;
- oversee the management and maintenance of the School transport fleet including:
 - monitoring usage of School vehicles, driver training and assessments
 - periodic review of School vehicle requirements including bus routes and vehicle sourcing
- oversee the School's energy consumption, while implementing measures for energy conservation to ensure that the School complies with UK Government energy efficiency schemes;
- identify where economies can be made and promote a best value for money culture when tendering for services.

Staffing

- Line manage direct reports;
- oversee the recruitment, allocation and management of all departmental staff;
- set roles and responsibilities for all direct reports, agreeing annual objectives and completing annual development reviews;
- exercise oversight of the management of all departmental staff;
- chair the ICE committee and ensure that non-teaching staff have an appropriate forum through which to raise their concerns to promote a positive working environment;
- ensure an appropriate training and development programme is in place for all departments.

Compliance and Risk Management

- Lead the support services preparation for, and response to, inspections in order to maintain compliance with the Independent Schools Standards Regulations;
- as the School's Information Compliance Officer, chair the Information Management Committee and oversee data management procedures, promoting a GDPR compliance culture;
- ensure that the School has effective risk management plans and procedures in place including a risk management register which is regularly reviewed and updated;
- develop business continuity and contingency plans which enable the School to respond effectively to extraordinary situations;
- working with the HR Manager, ensure the proper and effective management of safer recruitment for teaching and non-teaching staff through internal testing and inspection to ensure the School's Single Central Register is accurate and compliant at all times;
- oversee the HR function including regular review of policies and processes relating to employment matters to ensure compliance;
- discharge appropriately all legal, and statutory requirements relating to the Charity and its subsidiary activities;
- review and update the School policies for which the post-holder has responsibility in line with policy review matrix;
- where necessary, arrange periodic external compliance audits of the School;
- chair the Health & Safety Committee, keep good records and follow up matters in a timely manner;
- support the Staff Consultation Group working closely with SLT and the HR Business Partner to make sure that staff concerns are appropriately followed up and that there is a positive work culture within the organisation;
- provide inputs for governors' meetings;
- attend and contribute to School management meetings as required.

The Person

Educated to degree level, the successful candidate will have proven experience of managing a complex multi-faceted organisation with a demonstrable ability to lead and develop a diverse team. They may be an existing Bursar looking for a challenge in a larger organisation or someone with facilities or compliance experience in a different setting. The successful candidate must be forward-looking, able to plan and deliver projects and programmes, prioritise tasks, allocate finite resources and be a decision-taker who can communicate effectively to internal and external stakeholders.

All School staff are expected to:

- a. work towards and support the School vision and the current School objectives outlined in the School Development Plan;
- b. support and contribute to the School's responsibility for safeguarding students;
- c. regularly review own practice, set personal development targets and take responsibility for own continuous professional development;
- d. work within the School's Health and Safety Policy to ensure a safe working environment for staff, students and visitors;
- e. work within the Equal Opportunities Policy to promote equality of opportunity for all students and staff, both current and prospective;
- f. maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues;
- g. engage actively in the performance review process;
- h. adhere to policies as set out in the Staff Handbook/Teacher Standards and Regulations;
- i. undertake other reasonable duties related to the job purpose required from time to time;
- j. adhere to School Safeguarding and Child Protection Policies.

PERSON SPECIFICATION

The successful candidate will demonstrate the following attributes:-

Experience

A proven capacity to contribute strategically to the wider development of an organisation while retaining a strong grasp of operational detail	Essential
Significant leadership experience, including the management and development of staff	Essential
Experience of managing facilities, support services and construction or refurbishment projects	Essential
Experience of defining and delivering IT (and other technical) projects	Essential
Experience of Health & Safety compliance	Essential
Experience of compliance in the educational setting	Desirable
Experience of working in a school	Desirable

Knowledge and Skills

Knowledge of Health & Safety and related compliance regulations	Essential
Excellent IT skills	Essential
Programme and Project Management procedures	Essential
A full driving licence	Desirable
A relevant professional qualification (NEBOSH National Certificate or equivalent) (minimum)	Desirable
An understanding of employment law and HR procedures	Desirable
A knowledge of 'Safer Recruitment'	Desirable

Personal Attributes

The ability to lead by example, and empower others to work effectively towards a common purpose	Essential
The ability to work both independently, and as a team member, with a purposeful and collegial leadership style	Essential
The ability to communicate with, and relate to, a wide range of people both within the School and outside	Essential
A flexible, results-focused approach to work combined with a keen eye for detail and the ability to simultaneously manage a significant and varied workload	Essential
A willingness to take on duties outside normal working hours	Essential
Appreciation of the ethos of the School and the value of single-sex independent education	Essential
Meticulous and thorough in being 'Inspection Ready' at any time	Essential
A willingness to be involved in the wider life of the School	Desirable

TERMS AND CONDITIONS

A competitive salary will be available. Salary progression will be subject to an annual performance review, qualifications and relevant experience.

This is a full-time, year-round post. The hours of work are 39 hours per week (Monday to Friday), with additional hours from time to time to meet the demands of the role, including some evening and weekend duties.

Annual leave is 30 days per annum, plus statutory bank holidays.

GENERAL REQUIREMENTS

Malvern St James is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

This job description is not necessarily a comprehensive definition of the post; it is to be enabling rather than restrictive. It will be reviewed at least once every two years and it may be subject to modification or amendment at any time after consultation with the post holder.

APPLICATIONS

The completed application form, which must include all dates of previous employment and give reasons for any gaps in employment, an accompanying CV, together with a covering letter addressed to the Headmistress, should be returned to HR Department, by post to Malvern St James, 15 Avenue Road, Great Malvern, Worcestershire, WR14 3BA, or by email to recruitment@malvernstjames.co.uk

A CV will not be accepted instead of a completed application form. The personal statement within the application form should set out why you consider yourself a suitable candidate for the post citing relevant experience, previous achievements, and your vision for this role. The statement should not repeat the contents of the covering letter.

References of shortlisted candidates will normally be taken up before interview one of which should be from your most recent employer. Two satisfactory references are required before the appointment is confirmed. The appointment of the successful candidate will also be subject to satisfactory DBS checking. The successful candidate will also be expected to undertake training in safeguarding as part of the induction process before they can fully take up their duties.

BENEFITS OF WORKING AT MALVERN ST JAMES GIRLS' SCHOOL

Malvern St James Girls' School prides itself on its warm, friendly, and welcoming environment where all staff are encouraged to play a part in a successful and supportive community.

Pay

We offer a competitive salary, considering previous experience and relative skills and abilities.

Pension Scheme

After completing three months' employment with Malvern St James, Support Staff will automatically be enrolled into our Pension scheme, to which the School also contributes, this is subject to satisfying certain eligibility criteria and subject to the rules of such scheme as amended from time to time.

Death in Service Cover.

Sport

MSJ Sports & Fitness Centre promotes flexibility as a key attribute to create fitter, healthier employees. Discounted membership for staff includes gym and swim and a wide range of classes. Membership contributions are taken by direct debit. The Sports Club provides many activities for members. These include a wide range of sports and regular competitions.

Other benefits include:

Fee remission
Lunch provided

