



Job Description

POST:	Operations Manager
ACADEMY:	Oasis Academy Temple
RESPONSIBLE TO:	Principal
RESPONSIBLE FOR:	Facilities Manager and Office Staff
SALARY:	SCP 29-33 plus Local Government pension scheme
LOCATION:	Cheetham, Manchester
WORKING PATTERN:	Term time only plus 5 weeks
DISCLOSURE LEVEL:	Enhanced Criminal Records Disclosure with Barred List Check

JOB PURPOSE:

The Operations Manager is a key member of the academy's Senior Leadership Team, working in close partnership and reporting directly into the Principal to ensure the effective delivery and responsible for the effective management of all non-teaching and non-learning functions within the Academy. Acting on behalf of the Principal, they are accountable and responsible for the seamless integration and local implementation of both cluster and nationally led functions, including Finance, People & Culture, Marketing and Communications, Health & Safety and Property & Estates, IT and Strategic Projects This role ensures that strategic and operational priorities are aligned, enabling the academy to run efficiently and in full support of its educational objectives and community needs.

The Operations Manager plays a pivotal role in driving operational excellence both across the academy and within the Operational profession across OCL leading the continuous improvement of systems and processes in administration, finance, HR, estates, and IT to ensure efficiency, compliance, and high standards of service. They are responsible for ensuring robust governance and regulatory compliance, health & safety, Information Governance and statutory reporting to maintain audit readiness and manage risk effectively.

As a leader, they support and develop their operational teams within the academy, managing academy compliance and fostering a culture of capability and resilience. Additionally, they strengthen communications and engagement both locally and nationally aligning national plans and priorities, working in partnership with academy colleagues, parents and national stakeholders.

Either directly or by delegating responsibility to their direct team members, the Operations Manager will be accountable for the following non-learning operational areas in their academy:

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Leadership & Management

- Contributing to strategic direction by actively supporting the Principal in shaping and delivering the Academy's operational strategies and ensuring alignment with National Support Function strategies across OCL.
- Driving operational excellence and leading continuous improvement of processes to enhance efficiency, compliance, and service quality across all operational areas.
- Leading and developing teams by providing leadership to administration and support teams within the academy, ensuring effective resource allocation, performance management, and professional development to build capability and resilience amongst the teams you line-manage.
- Collaborating with Senior Leadership by engaging in regular strategic meetings with the Principal and Academy leadership team to align operational priorities with educational objectives and community needs.
- Ensuring escalations of issues to national functions is timely and in accordance with published policies and procedures.
- Building strong, trust-based relationships with key stakeholders, foster collaboration and shared accountability while constructively challenging ideas to achieve the best outcomes across the trust.
- Coaching and mentoring other Operations Managers and team members across Academies to ensure best practice across OCL

Data & Administration

- Ensuring accurate, and timely reporting of statutory and operational data (e.g., MIS, SCR, census returns, admissions, attendance) promoting best practices and system optimisation.
- Providing academy level reporting to local, cluster and national service stakeholders as required.
- Driving operational excellence maintaining robust systems and standards to driving consistency, compliance, and service excellence amongst academy support staff teams.

People & Culture

- Accountable for ensuring timely resolution of first-line HR queries within the academy, providing accurate guidance in line with policies and procedures. Where queries cannot be resolved locally, escalate promptly to the appropriate National People & Culture team.
- Assisting the Principal and Regional People Manager as required with formal processes
- Overseeing recruitment and onboarding processes, maintain accurate personnel records, and manage contractual changes through HR systems (e.g., iTrent) to ensure compliance and audit readiness.
- Working in partnership with the Principal to ensure the academy is fully and appropriately resourced, maintaining staffing levels that support high-quality education while managing financial sustainability. This includes balancing the use of agency staff to meet operational needs without exceeding budgetary constraints.
- Work collaboratively with line managers and colleagues to ensure staff absence is managed proactively and supportively. Coordinate referrals to Occupational Health where appropriate, and lead on implementing wellbeing initiatives that promote a positive work environment.
- Ensuring administrative support and governance for the academy statutory HR requirements, including the Single Central Record, Home Office right to work checks, safer recruitment checks, employment and training records.

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Property & Estates

- Be accountable for ensuring the academy fully complies with all Oasis, Property & Estates and Academy Procedures and agreed direction from Property & Estates national teams.
- Ensuring full collaboration with the Facilities Management (Hard Services) team and ensure the facilitation of Planned Preventative Maintenance activities
- Promote OCL's commitment to environmental sustainability, identifying opportunities within the academy to support the net zero targets.
- Strategically oversee site lettings, bookings, insurance, DBS checks, invoices, and compliance to maximise revenue and operational efficiency.
- Work with the P&E Hard Services Team to plan and oversee the delivery of refurbishment, repairs, and minor improvement works, ensuring high standards of cleanliness and functionality across all facilities.

Catering

- Acting as the academy's Food Champion, ensuring compliance with national policies & procedures, collaborating with the National Catering Manager and external providers.

Comms & Marketing

- Managing academy communications and marketing to ensure consistent messaging, brand compliance, and strong engagement with parents and staff.
- Ensuring the academy website is kept compliant and up to date with statutory and admissions content.
- Leading day-to-day marketing and proactive campaigns to promote the academy and its achievements.
- Owning the admissions marketing, delivering effective campaigns to support student recruitment.
- Developing and implementing a marketing and communications plan with the national team, including digital channels and parent engagement strategies.
- Acting as a key point of contact for the National Lead for Admissions Marketing
- Liaising with parents, other schools, and key stakeholders to strengthen relationships and community engagement particularly partnering with other Oasis Academies to promote best practice.

Finance

- Collaborating with the Regional Finance Manager and academy leaders to monitor budgets, forecast expenses, identify cost-saving and income-generating opportunities.
- Overseeing internal academy financial processes are compliant with OCL Finance policies, including overseeing academy payroll.
- Managing timesheets, expense claims and travel bookings, relevant insurance claims oversight, debt recovery, and nursery funding accuracy, ensuring smooth operational workflows.
- Enforcing cashless payment policy, allowing only minimal expectations as per guidelines.



Health & Safety

- Acting as the academy's Health & Safety Champion, ensuring compliance with national standards, regulatory requirements, and the business continuity plans
- Overseeing risk assessments, accident investigations, and statutory reporting (including RIDDOR), maintaining robust monitoring systems
- Driving a culture of safety by coordinating mandatory drills, arranging specialist training (e.g., manual handling, DSE), and ensuring staff competency.
- Leading Health & Safety Committee activities, managing first aid and emergency preparedness, and conducting regular site inspections to maintain a safe environment for staff, students, and visitors.

Data Protection

- Ensuring adherence to OCL's information governance policies and liaising with the Trust's Data Protection Officer (DPO) on all compliance matters.
- Overseeing and responding to Subject Access Requests (SARs) and Freedom of Information (FOI) requests within statutory timelines and leading on reporting and coordinating actions for any data breaches.
- Monitoring Information Governance training compliance, identifying academy-level training needs, and cascading data protection information to staff to maintain a culture of compliance.
- Maintaining accurate records for consents, archiving, and data retention; updating and managing the academy's information governance and ensuring all policies are current and accessible.

IT

- Ensuring staff have appropriate access to academy systems, equipment and software as needed to execute their roles.
- Acting as the academy's point of contact with the national IT team to facilitate timely support and issue resolution.

Trips & Events

- Ensuring that all student trips and events are risk assessed to ensure they meet safeguarding requirements with appropriate consent and policy adherence
- Leading the organisation of educational visits and internal events, managing logistics, resources, and stakeholder communication for seamless delivery.
- Maintaining accurate records to ensure audit readiness and regulatory compliance.
- Collaborating with staff, parents, and providers to deliver safe, inclusive, and enriching experiences that align with academy values and educational objectives.

Safeguarding children and young people

Oasis is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

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The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Signed:

Employee:		Line Manager:	
Print Name		Print Name	
Date		Date	

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Person Specification

Our Purpose

The vision of Oasis Community Learning (OCL) is to create ‘Exceptional Education at the Heart of the Community.’

All our Academies are committed to achieving this vision through developing character, competence and sense of community with every child, providing a rich educational experience that is underpinned by our philosophy of education, inspirational leadership, deep learning and healthy communities.

Oasis Ethos

Our ethos is rooted in what we believe and who we are. It is an expression of our character. Rooted in the story and beliefs of Oasis, we describe our ethos through a particular set of values that inform and provide the lens on everything we do.

- A passion to include
- A desire to treat people equally respecting differences
- A commitment to healthy, open relationships
- A deep sense of hope that things can change and be transformed
- A sense of perseverance to keep going for the long haul

It is these ethos values that we want to be known for and live by. They are the organisational values we aspire to. We are committed to a model of inclusion, equality, healthy relationships, hope, and perseverance throughout all the aspects of the life and culture of every Oasis Hub and Academy community.

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree-level education or equivalent professional experience in business administration, operations management, or a related field. • Strong knowledge of compliance frameworks (Health & Safety, GDPR, safeguarding) and risk management. • Demonstrated ability to manage budgets, resources, and multi-disciplinary teams effectively. 	<ul style="list-style-type: none"> • Professional management or leadership qualification (e.g., ILM, CMI, MBA). • IOSH or NEBOSH certification for Health & Safety leadership. • Project management certification (e.g., PRINCE2, Agile) for leading improvement initiatives.

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	<ul style="list-style-type: none"> • Excellent communication and stakeholder engagement skills, with the ability to influence at senior levels. 	
<p>Experience, Skills & Knowledge</p>	<ul style="list-style-type: none"> • Building strong professional relationships with parents, colleagues & national stakeholders • Proven experience in leadership and operational management within an educational or complex organisational setting and ability to motivate and develop teams to their full potential. • Demonstrated ability to manage budgets, resources, and multi-disciplinary teams effectively. • Excellent communication and stakeholder engagement skills, with the ability to influence at senior levels. • Understanding of key legislation and best practice relevant to the role such as employment, H&S, GDPR, Safeguarding & Immigration. • IT & Data Literacy in Microsoft products & Bromcom. 	<ul style="list-style-type: none"> • Experience with school management systems (e.g., Bromcom, iTrent) and data governance. • Knowledge of education sector regulations and funding mechanisms.
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks • Motivation to work with children and young people • Emotional resilience • Ability to inspire and influence others at all levels. • Strong problem-solving and decision-making skills in challenging or high-pressure situations. 	<ul style="list-style-type: none"> • Collaborative leadership style with a focus on team development.



	<ul style="list-style-type: none">• Adaptability and resilience in a fast-changing environment• Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos.	
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