



# REPTON

## OPERATIONS MANAGER





## From the Headmaster

Repton is a wonderful and inspiring place to work: one of the UK's foremost co-educational boarding and day schools, located in the heart of the English countryside, yet within easy reach of major cities; strengthened by a history that goes back over a thousand years, yet with a keen eye on the challenges of the twenty first century.

In the March 2020 Inspection, Repton was deemed to be 'Excellent' in both Achievement and Personal Development, confirming our commitment to an ambitious and holistic education. Reptonians are taught in enviably equipped classrooms which are linked through cutting-edge technology and creative teaching and learning. Repton prides itself on individual achievement born of the community confidence of the boarding house system. To be a member of staff at our school is to have a privileged opportunity to develop intellectually curious young minds as part of a friendly, hard-working and supportive team of both teaching and support staff.

A major programme of investment and expansion has been completed across both Repton and Repton Prep in recent years, and Repton International now has schools in Dubai (2), Abu Dhabi (2), China, Malaysia and Cairo with plans to open a further four over the next few years

The Chief Operating Officer reports to me and is a critical part of the Executive Leadership of Repton and Repton Prep. The COO sits on the Board of Repton International Schools, and on the Governing Body of St. Wystans School, who joined the Repton family in 2020.

The COO came into Education from a commercial and corporate background and is accountable for managing the professional services and other support functions of the school and plays a key role in the development and execution of the strategy of the Repton group for the future.

The Operations Manager is a key role in the COO's leadership team and I hope very much that you will read this document with interest, and I encourage you to apply.



**Mr Mark Semmence**  
**Headmaster**



## An Introduction to Repton School

Repton is the ancient capital of Mercia, and the School, founded in 1557 from a bequest from Sir John Port of Etwall, was established on the site of a 7th century Anglo-Saxon Benedictine abbey and latterly a 12th century Augustinian priory.

The School today incorporates many of the original buildings from the estate, namely, the Guest Chamber and Prior's Lodging (which as the Old Priory currently houses the School Library and Common Room), Overton's Tower, Tithe Barn, and the Arch. The latter is all that now remains of the Priory's original gatehouse, and which helped inspire the School's motto: *porta vacat culpa*.

Today Repton is a world class, modern, flourishing community with a clear sense of purpose and momentum. As a pre-eminent co-educational and boarding and day school, Repton provides an exceptional broad-based education, blending heritage with the pursuit of excellence in a 21st century context, offering world class facilities as well as high quality teaching and pastoral care.

The School has over one thousand pupils across the Prep and Senior School, making it large enough to achieve excellence in and out of the classroom, yet small enough for individuals to grow and flourish. At Repton Senior, each pupil, whether day or boarding, is a member of a House, of which there are 10 (six for boys and four for girls).







Repton and Repton Prep have always enjoyed a very close relationship and in 2020, the schools became a through-school with the aim of securing the very best pupil outcomes. The Head of Repton Prep reports to Mark Semmence as Headmaster of Repton and Chief Executive of both schools.

## **A Global Family of Schools**

Repton was one of the first British schools to establish overseas schools with the establishment of Repton School Dubai in 2007, and the development of a community of international schools is key to Repton's future vision. Currently, Repton has schools in Dubai (2), Abu Dhabi (2), China, Malaysia and Cairo with plans to open a further four more over the next few years.

The additional income generated by our overseas schools provides financial support and will enable Repton to select pupils simply on merit and without regard to their parents' financial means. The Headmaster and Senior Management Team play a key role in helping to shape the development of Repton as a leading, global educational brand.

Repton also currently has three schools in the UK (Repton, Repton Prep and St Wystan's) with the ambition to grow its UK family of schools.





### Role Overview

Working across Repton and Repton Prep, this is a wide-ranging operational management role in support of the Chief Operating Officer and all her operational/support functions.

Highly autonomous, you'll be a "mini-COO" in many respects, with a blend of direct accountability for your own portfolio of work, combined with leadership of a small team, and management or operational support into others. In all respects, you'll drive efficiency, effectiveness, and engagement throughout the organisation.

A highly visible role, you will work closely with key senior stakeholders including COO, Director of Facilities and Services, Finance Director, Director of HR, Compliance Manager, Legal Counsel, and senior academic stakeholders.

### Role Outcomes

**Operational and Compliance Management. (35%)** Key insurance, compliance, operational and administrative tasks are completed on time, and with high levels of accuracy and attention to detail. Effective and engaging working relationships are built with a wide range of internal and external stakeholders.

**Project Management and Continuous Improvement. (35%)** Key projects and pieces of continuous improvement work (across any operational area) are identified, defined, and successfully delivered on time and in full.

**School Reception Management. (30%)** Line management of the school offices at Prep and Senior. Teams are delivering efficient, effective, and engaging school office/reception and administration services to Prep and Senior. Pupils, staff and visitors receive excellent service an engaging brand experience.

**Executive Support to Chief Operating Officer. (5%)** COO diary, calls and correspondence is managed efficiently, effectively and in a confidential and discreet manner.

### Practical Information

Line Manager	Chief Operating Officer
Salary Range	£30-35k dependent on experience.
Contract Type	Permanent, Year-Round Role
Hours	Full Time. 40 hours per week to be worked Monday to Friday between the hours of 8am and 5.30pm. Occasional out of hours/evening/weekend work may be required, to meet operational needs.
Location	Repton and Repton Prep School campuses. Some flexible working/working from home during the school holidays is possible, by agreement with the COO.
Benefits	Support Staff Pension Scheme, and Staff Sports Centre Membership. 25 days annual leave + bank holidays + Christmas Closedown (five days). Holidays normally taken out of term-time.



## Candidate Profile

You will be an experienced professional, with demonstrable experience in wide-ranging operational role(s) – breadth rather than functional specialism. We are completely open to the background that you might come from and would love to see candidates with a range of prior experience be it in operations, management, administrative support, customer services, project management, or something else! Likely you've varied corporate/commercial experience under your belt and are looking for a challenging new role with the opportunity to make an impact. Whatever you have done previously, you will be a high-energy, can-do individual who takes pride in delivering above and beyond in this wide-ranging role. This is a highly autonomous and varied role with the opportunity to shape it as your own, and to progress your career into a more senior role in any of our operational functions.

### Essential Skills and Experience

- Prior professional experience in wide-ranging operational role(s)
- Excellent attention to detail and strong general administrative skills
- Highly competent and confident user of technology including all MS applications.
- Highly organised – able to self-manage and prioritise workload effectively.
- Demonstrable experience in managing and resolving queries and issues.
- Demonstrable experience in continuously reviewing and improving operational processes and customer experiences.
- Confident, engaging, and articulate communicator in person and in writing – high energy, engaging individual who can build great relationships.
- Empathetic style, with strong skills in listening - patient, calm under pressure, and resilient.
- Strong team player and internal networker, able to galvanise ownership and action and get things done!
- Experience in successfully leading a small team.

### Desired Skills and Experience

- Legal/insurance qualifications or experience are helpful to elements of this role.
- Experience in internal communications.
- Some experience in Project Management is helpful.
- Knowledge of data protection and data management compliance
- Experience in leading a remote/multi-location team



### Detailed Job Description

#### Operational and Compliance Management

##### Insurance/Compliance/Legal Management

- Log, report, and track insurance claims, liaising with Brokers as appropriate.
- Ensure insurance cover is maintained on all school buildings and vehicles, diarising key renewal dates, and organising renewal meetings.
- Arrange the annual renewal of the private health care scheme for academic staff, liaising with brokers and staff as appropriate.
- Ensure that annual checks for driving licences and motor insurance are completed for all relevant staff.
- Providing administrative support to the Clerk of the Governors, for example uploading documents to intranet/portal, collating, and managing documents, minute-taking, scheduling and making arrangements for GB and committee meetings.

##### GDPR Management

- In support of the COO and/or the Compliance Manager, manage and administer Subject Access Requests.
- Ensure that's SARs are completed on time, in full and in line with relevant legislation and practice
- Manage minor data breaches, ensuring that appropriate documentation is retained and external bodies (eg ICO) informed as appropriate.
- Regularly review documentation and records in line with our Data Retention Policy, to ensure that we remain compliant.

##### Operations Management Support

- Administer the annual strategic planning and budgeting processes including diary reminders of key dates, organising key meetings, collating/distributing/editing relevant documents.
  - Maintain the organisational register of staff accommodation (including Council Tax notifications), monitor staff accommodation moves and update the register.
  - Maintain and update the organisational asset register.
  - Management of the internal employee portal and associated internal communications.
  - In support of IT, manage password resets and access for specific school systems.
  - Propose and manage the reward of Support Staff at Christmas
  - Liaison with the Charities Commission, Companies House, and other external organisations as appropriate
  - Support OLT members with recruitment as required (eg logging and screening applications, arranging interviews, attending interviews)
  - Organise and maintain an efficient filing system for electronic and hard copy filing.
  - Monitor and follow up any pending matters.
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## Detailed Job Description

- Regularly archive, cleanse, and destroy electronic and hard copy documentation and dispose of securely.
- Ensure that sufficient stationery is available to all operational teams, re-ordering as and when necessary.
- Ensure that all confidential documents are appropriately managed
- Ensure that all documentation is managed in line with GDPR and other relevant legislation.

### General

- Copy, collate and distribute reports and other documentation.
- Create compelling presentations (e.g. in PowerPoint) and digital workflows (e.g in MS Forms and Power Automate)
- Create and manage spreadsheets to maintain key information on an ongoing basis.
- Make travel or other bookings/orders as required.
- Minute taking in meetings, including as support to HR for minor disciplinary issues.
- Proof reading and editing of documents.
- Document checking, filing and other general administration.
- Any other general administrative, secretarial, or operational duties in support of the COO and senior management team, as required.

### **Project Management and Continuous Improvement**

- Build strong internal relationships with OLT and SMT stakeholders such that opportunities for project support and/or continuous improvement are surfaced.
- Working with the COO and key stakeholders, identify key projects of pieces of work that can be supported and define the scope of support that will be offered.
- Deliver agreed support to projects/pieces of work on time, in full and to the highest standards.
- Continuously review all areas of operations within the school and identify areas for Continuous Improvement.
- Agree continuous improvements with the COO and/or relevant stakeholders.
- Implement agreed continuous improvements on time, in full and to the highest standards.
- Examples of work completed in 2019-20 – project administration for a major IT implementation, development of an employee portal to improve information flow, management of an HR digitalisation project, moving paper-based administration processes in HR and Finance onto MS Forms/Power Automate.





## Detailed Job Description

### **School Office and Reception Service and Management**

- Accountable for the successful delivery of school office and administration services at Prep and Senior (The Lodge, Prep Office).
- Responsible for reviewing and improving the service(s) offered from the Lodge and the Prep office, ensuring that they are efficient, effective and engaging in meeting the needs of key stakeholders.
- Line management of the Lodge and Prep Office teams – currently two members of staff (Senior) and three at Prep. Engaging, high quality line management and decision support is provided to these teams.
- On an ad-hoc basis, in support of your teams, provide hands-on cover for The Lodge (the senior school reception) or the Prep Office, to include:-
  - Functioning as the main telephone receptionist dealing with “first-line” calls into the lodge, including dealing with ensuing messages and enquiries.
  - Warmly receiving parents, visitors, and deliveries to the Lodge.
  - Processing and distributing incoming and outgoing mail including arranging DHL collections and registered/recorded items as applicable.

### **Executive Support to the Chief Operating Officer (5% of role and time)**

- Support the COO with co-ordination and management of large internal meetings, and external meetings, including making room bookings and arranging refreshments as required.
- Meet and greet visitors to the COO, ensuring a friendly and professional welcome is always given.
- Receive incoming telephone calls and manage/respond or route as appropriate.
- Assist the COO in maintaining a smooth running and efficient office by dealing with all administrative functions and anticipating and scheduling regular events and meetings.
- Conserve COO time by reading, researching, and routing correspondence; drafting letters and documents; collecting and analysing information; initiating telecommunications.
- Collect relevant management information (eg staff turnover, late fee payments %) from a number of functional areas, collate and present in monthly/termly dashboards.
- Ensure that refreshments for visitors are available in The Bursary (eg tea/coffee/cold drinks/water/biscuits).
- Any other duties as reasonably requested by your line manager or another senior member of staff.



## Additional Information

**All applications for this position must be made online at the Repton Recruitment Hub.**

Candidates are advised to apply promptly, as in the event of thigh numbers of applications, we reserve the right to close the vacancy to applications prior to any published closing date.

In accordance with the Children Act any appointment to the Repton staff is conditional on criminal records clearance and the successful candidate will be required to supply the necessary information and documentary evidence. References will be obtained on all candidates called for interview and applicants should be aware that the interview will contain questions relating to the candidates' suitability to working in a post involving children.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Therefore the following shall be deemed to be included, in addition to the duties that you may be required to perform:

**Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact.**

*Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child. Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.*





# REPTON

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