



Marjory Kinnon School

Head of Operations

Appointment Details

April 2024



Be Awesome. Be You. Teach SEND.



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A Welcome from our School Community

Our Pupils

Do you understand that everyone is different and that's great? Do you want to interact with amazing young people every day? Can you show kindness and respect to everyone, be tolerant and persevere even when things get tough?

We are looking for supportive, caring and kind people who understand our needs to come and join the fantastic team at Marjory Kinnon School. We like having teachers who are fun, give us exciting opportunities and help us to learn. Patience and empathy are qualities we like in the adults who work with us. If you work here, you must be ready to learn, always show respect and keep us safe. We like to learn from interesting people who will nurture, challenge and inspire us. If you work at MKS, you will meet new people who will always put a smile on your face. Don't be nervous – there is always someone here to help you.

It does not matter who you are or where you are from, as long as you are passionate, hard-working and will listen to us we would love to get to have you at Marjory Kinnon School.

Written with contributions from our secondary pupils

Our Chair

Thank you for your interest in joining Marjory Kinnon School. Our school is a lively, modern and constantly-changing place, where our diverse staff continually nurture, challenge and inspire each and every one of our children to realise their full potential.

People with skill, creativity and passion who join us to make a difference to the lives of our amazing children and their families are welcome; here they will find a highly professional, supportive and progressive learning environment that will challenge them, and reward them with unique opportunities for personal growth and fulfilment.

Tom Gardener

Our Headteacher

At Marjory Kinnon we believe everyone has something unique to offer and we commit to providing opportunities for all staff to learn and grow. We invest heavily in staff training and career progression at all levels.

We want every employee to feel valued within a warm, caring atmosphere with kindness and respect as our core values. If you want a challenge and an opportunity to make a difference to the most vulnerable children and families then we are the place for you. No day is ever the same and every day will give you a purpose to be proud of.

Tracy Meredith



Our What. Our How. Our Why.

Our Mission

We believe that through our learning, work and play we can nurture, challenge and inspire each other to achieve our full potential. As a new and expanding purpose built SEND school, we have fantastic opportunities for people to use their knowledge to teach, their passion to change lives and their enthusiasm to inspire.

Our Vision

Every pupil will learn the skills and develop the confidence needed to become a valued integrated and independent member of their community.

Our Values

Kindness – We aim to be kind to everyone.

Perseverance – We keep trying until we succeed.

Tolerance – We value and celebrate differences in each other.

Respect – We are respectful and responsible in everything we do.

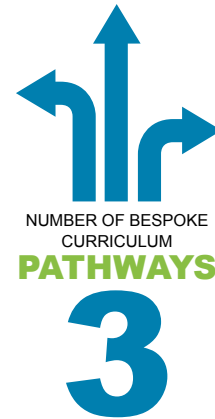
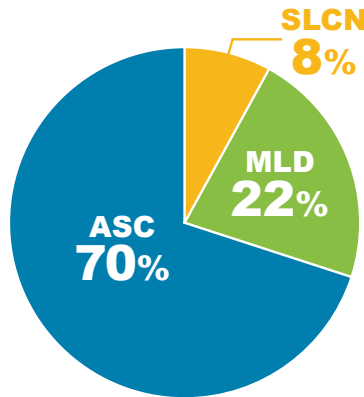
Marjory Kinnon School is one of the country's largest SEND schools. Since having moved into a new purpose built school building in 2018 the school has doubled in size. A well performing school, MKS provides education to 315 pupils between the age of 4 and 16, many of whom have ASC as their primary diagnosed need.

We are a multi-disciplinary team of dedicated, knowledgeable and creativity professionals, over 200 in number, working collaboratively to effectively support every single child in the way they need. Our vision is that every pupil leaves our school having learnt the skills and develop the confidence needed to become a valued, integrated and independent member of their community. We are always keen to hear from other professionals who have a desire to work in a SEND setting. Please do get in touch if you would like to come and have a look or just want to find out more about us.



MKS at a Glance

The primary diagnosed needs of our pupils



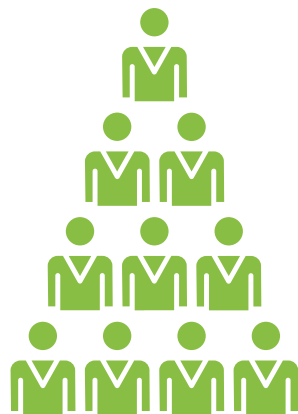
315  NUMBER OF PUPILS

PRIMARY 185 SECONDARY 130

NUMBER OF LANGUAGES SPOKEN IN OUR SCHOOL COMMUNITY

27

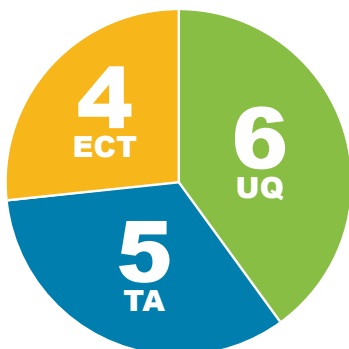
43% of FSM eligible pupils



Number of team members

223

Teachers	Education Support	Business Support
65	113	45



15 Colleagues on their journey to QTS



Size of school budget

£10.3m



Staff Benefits

It's not just a job, it's a career – the benefits we offer you:

- A well-resourced, enjoyable and caring working environment.
- Competitive salaries and pay progression – as a growing school there will be a number of opportunities over the next few years for staff that wish to progress.
- Generous annual leave entitlements for all year round support staff, starting from 23 days and rising to 31 days after the completion of 5 years' service.
- Christmas closure – 3 additional days off between Christmas and New Year.
- A commitment to staff wellbeing, including access to Occupational Health and an Employee Assistance Programme (counselling, information and support), a wellbeing week every half term and the offer of an annual flu vaccination.
- Extensive CPD training which provides a range of tailored and bespoke CPD opportunities to all.
- An in-house Professional Development Centre.
- A supportive leadership team who are engaged in your professional development and success.
- All non-teaching staff have access to the generous Local Government Pension Scheme. All teaching staff have access to the Teacher's Pension Scheme.
- Excellent transport links with Hatton Cross Station and Feltham Station close by.
- Tax Free Childcare (TFC) scheme to help working parents with the cost of childcare.
- On-site staff canteen.
- Free on-site car parking and electric charging points.

Things that help make us different

- We recognise the individuality of pupils with ASC and complex needs, having 3 pathways to personalise the curriculum to meet their learning needs.
- All staff are trained in specific techniques for working with ASC pupils such as TEEACH.
- We run SCERTs as a basis for working with ASC pupils and this is complimented by our THRIVE approach.
- A full induction programme delivers training on ASC pupils to all new staff.
- 'Marjory Kinnon's got talent' has got to be seen, it allows all our pupils showcase their talents and interests and is fully inclusive.
- A bespoke assessment system to assess progress of all our pupils.
- Well-resourced sensory room.
- Well-resourced equipment for individual classes.
- High ratio of adult to pupils in classes.





About the Role

Job Summary

- Post Title:** Head of Operations (HoO).
- Responsible to:** Chief Operating Officer (COO).
- Contract Type:** Full-time or Part-time.
- Salary:** P05 £49,083 - £52,116 (for full-time equivalent).
- Contractual Hours:** Full-time: Either term-time only or full year with annual leave entitlement.
Part-time: May be considered minimum 25hr p/w term-time only.
- Line Management:** Total of c.35 staff including: 4 direct (Operations Manager, ICT Manager, Site Manager, Business Development and Project Manager); c.10 directly employed and c.20 contractors (inc. outsourced cleaning, catering, ICT provision).

Job Purpose

- Support the COO in the provision of professional leadership and management of the school's business support services ensuring the school meets its educational aims effectively and efficiently.
- Be a visible school leader, promoting and modelling the highest professional standards whilst embodying our schools' values of kindness, perseverance, tolerance and respect.
- Provide leadership, motivation, direction and support to all staff in postholder's areas of responsibility.
- The postholder will ensure the school's support services operates in accordance with relevant statutory responsibilities and in line with best practice.





Job Description

Leadership and Strategy

- Be a member of the school's Support Services Department Senior Leadership Team, helping to shape and influence strategic decision-making within the school's Support Services.
- In the absence of the Chief Operating Officer, assume delegated responsibility for the COO duties as they relate to this job description.
- Play an active role in delivering and monitoring the implementation of the Support Service Development Plan, developing reporting systems that support the generation of informative business insights.
- Be responsible and show professional accountability for the day-to-day effective leadership, management and delivery of the school's business operations. This includes but is not necessarily limited to Administration, Facilities (including Health and Safety, maintenance, fleet management, catering and cleaning), Information Systems, ICT functions, project management and business support within the school and the effective management of the associated staff.
- Help manage organisational activity and risk and through authentic, compassionate leadership – promote a culture of personal accountability, professional responsibility, continuous learning and strong governance.

Management and Leadership of Our People

- Be responsible for leading, managing and motivating the team members.
- Lead the organisation of team communications including team meetings, briefing and the dissemination of information across the team and outside as appropriate.
- Lead the appraisal, training and mentoring of managed staff to drive professional standards and support all team members to enhance their effectiveness and achieve the best possible standards of learning and achievement for our pupils as well as enabling each team member to realise their own professional goals.
- Actively contribute to the delivery of the SBM Apprenticeship Programme sharing professional knowledge and helping to develop colleagues on that pathway.
- Lead onboarding and off-boarding activities relating to managed staff including the recruitment and induction of new staff, helping the organisation to learn and grow.



Business Management, Planning and Development

- Lead the school's business management functions relating to business management and development including project management, income generation (including fundraising and lettings) and help drive service and product innovation as well as develop new potential product offering.
- Keep the department's work up to date with legislative changes and best practice to ensure that the department is working in a compliant, effective and safe manner and that workflows, policies and procedures are up-to-date and reflect working practises.
- Promote well-informed best-value decision making through both affective internal monitoring and reporting as well as external research to ensure the efficient and economic use of school resources.
- Through robust management and quality assurance of all contracts and assets as they pertain to this role, leading contract reviews, procurement and service negotiations and through periodic SLA monitoring help ensure the school achieves value for money.
- Play an active, leading role in managing and mitigating identified operational and strategic risks for the school.
- Lead the process for external audits as they relate to this role (e.g. H&S and GDPR).
- Develop and maintain robust performance monitoring and reporting systems that help drive business insights and allow for more effective support of team members and achieving better outcomes for our pupils and workforce.
- Keep self up-to-date with the law as it applies to job functions: commercial, employment, company, equality, health and safety and ensure appropriate cost-effective insurances are in place as needed.
- Help manage external legal support and/or insurance claims if the need arises.
- Manage special projects as required.



Governance

- Actively engage with the Governance arrangements of the school, attending meetings and organising GB monitoring visits as necessary and to enable and ensure effective scrutiny of the school's business support activity.
- Lead on all reporting requirements necessary to the FGB, Governance Committees, SLT and on publications and returns for the DfE, Local Authority and other agencies and stakeholders within statutory guidelines as relevant to this job role.

Operational Management

- Lead and manage all staff and contractors and the work they undertake within the Administration, Facilities (including Health and Safety, maintenance, fleet management, catering and cleaning), Information Systems, ICT, project management and business support functions ensuring appropriate levels of staffing cover for all hours of school operation.
- Develop and communicate strategy as relevant to the operational functions of this role ensuring that business continuity plans are robust and in-place.
- Develop and establish new systems for automation to help realise efficiencies.
- Proactively identify any emerging training needs to ensure effective professional development of all team members.



- Alongside the COO lead the schools Data Protection activity (possibly assuming the role of DPO), including co-ordinating the school's response to FOI, SAR requests and any GDPR related issues. This also includes the safe management of the school ICT infrastructure and CCTV systems.

Health and Safety

- Act as the schools' lead operational Health & Safety Co-ordinator – organising and chairing meetings as required.
- Act as the schools' lead Fire Marshall.
- Lead on the operational maintenance of the school health and safety management including the drafting and reviewing of all Risk Assessments.
- Ensure the maintenance of all records, monitoring and reporting of accidents and incidents within the school and take proactive steps to address any health and safety related issues effecting safety in the school.

Other

- Contribute to the creation and development of an empathetic organisation in which all staff feel valued and recognise that collectively we are all accountable for the success of our school.
- Help cover for support teams to enable team meetings to take place without compromising front line services.
- To attend and participate in INSET and other planned training sessions.



- Ensure the safe maintenance and security of the school site, facilities and assets at all times to enable all stakeholders of the school to access and use the site freely and to enable an outstanding learning environment for our pupils.
- Oversee and quality assure a robust system of checks and inspections both by internal staff and external specialists to keep the facilities and site of the school in good order and ensure that appropriate records are kept to support this work and provide a secure audit trail of responsible action.
- Ensure there is an annual planned preventative maintenance programme and that all planned and emergency maintenance and repairs are completed in a timely fashion and that appropriate records are maintained for such works and supported by appropriate policies and procedures.
- Ensure the business support department provides all stakeholders in the school community with appropriate levels of support.
- Lead the schools Green Governance pledge work in reduce its carbon footprint.
- Develop effective methods to review and improve the department's work, ensuring feedback from all school stakeholders is considered and that improvements seek to support both individual team members as well as the business needs of the school.
- Analyse departments work against external benchmark systems and information to assess trends and make appropriate recommendations that help streamline the work of the department, championing efficiency & effectiveness and avoiding duplication.



Person Specification

			Essential / Desirable	Assessed at A/T/I
Qualifications and Experience	1	Degree or equivalent qualification in related field.	E	A
	2	Post-graduate qualification or equivalent in management (e.g. Level 7 in School Business Management; a recognised professional management qualification e.g. MBA or equivalent experience).	D	A
	3	Evidence of relevant Continued Professional Development	E	A & I
	4	A recognised health and safety or facilities management qualification.	D	A
	5	Significant experience of managing a large multi-disciplinary team (ideally encompassing direct management of a multi-disciplinary team) including the effective development, deployment and leadership of staff.	E	A & I
	6	Experience of working in a school environment and how to safeguard children.	D	A & I
	7	Experience of working at a strategic level – developing creative solutions and delivering strategies at scale to achieve service improvements.	D	A, T & I
	8	Experience of preparing, monitoring and reporting on team activity.	E	A & I
	9	Experience of business planning and strategy and of financial management.	D	A & I
	10	Writing and delivering reports/presentations to both internal and external audiences at a variety of levels.	E	A, T & I
	11	Experience of motivating and leading staff.	E	A & I
	12	Experience of acting as Lead Fire Marshall (or be willing to undergo training).	D	A
	13	Current First Aid certificate (or be willing to undergo training).	D	A
Knowledge and Understanding	14	Thorough knowledge of business management and administration and the processes and control/ internal audit measures needed to ensure probity.	E	A & I
	15	Knowledge of education sector.	D	A & I
	16	Ability to create, foster and maintain a healthy, collaborative and inclusive working environment for self and team.	E	A & I
	17	In-depth knowledge of risk assessment and management.	D	A & I
	18	An ability to plan on the basis of sound research, analysis and judgement.	E	A, T & I
	19	Knowledge and experience of the different elements of site management and best practises to ensure the site is safe and well maintained.	E	A & I
	20	Vision & ability to interpret information and develop strategy, policy or practice.	D	A & I
	21	Strong organisational, managerial, administrative and interpersonal skills.	E	A & I
	22	Initiative to identify issues, problem solve and implement solutions.	E	A, T & I
	23	Ability to work quickly and efficiently under pressure with minimum supervision.	E	A & I
	24	Knowledge of Quality Assurance processes.	D	A & I
	25	Excellent written and verbal communication with a wide range of audiences.	E	A, T & I
	26	Being accurate and well organised in approach to work with exceptional planning and organisational skills including management deadlines.	E	A, T & I
	27	Ability to build effective rapport, persuade, motivate, negotiate and influence.	E	A & I
	28	An understanding of procurement and contract management.	E	A & I
	29	Ability to relate well to all school stakeholders.	E	A & I
	30	Ability to work constructively as a team, understanding school roles and responsibilities and the post holder's position within these.	E	A & I
	31	Ability to performance manage others.	E	A & I
	32	Experience of working effectively with a wide range of external partners.	E	A & I



Professional values and practice

Be committed.
Be consistent.
Have a flexible and adaptable approach to work, be willing to go the extra mile when required to get the job done for the benefit of our pupils, our colleagues and for ourselves.
Whilst being willing to work hard for the success of the school and its pupils, ensure that you and your team have a work life balance that enables health, happiness and wellbeing.
Have a happy, constructive and collaborative attitude to the work you undertake.
Be positive and respond to situations in a calm, professional manner at all times.
Have a thirst for excellence and a relentless drive to achieve the best outcomes for our pupils.
Have the capacity and enthusiasm to learn, be self-motivated, reflective, creative and innovative in order to continuously improve.
Be emotionally resilient.
Maintain the professional standards associated with your role in our school (e.g. DfE Teachers Standards; MKS Teaching Assistant Standards; MKS Business Management Standards).
Have a strong awareness of professionalism and respect for confidentiality.
At all times model good relationships, attitudes, and behaviour.
To be able to self-evaluate your own and your team's performance, keep own knowledge and skills up to date, and participate in relevant training and CPD opportunities as required.
Present a smart and professional appearance appropriate to your role.
Willingness to work flexible hours and to occasionally attend meetings outside of normal working hours (e.g. in relation to parental events or governance meetings).
Have a high level of commitment to safeguarding, inclusion, equality and value our school's diversity.
Understand and respect all social, cultural, linguistic, religious and ethnic backgrounds.
Support the Governing Body, the Headteacher and SLT in their duty to ensure that the school meets its aim to deliver the best possible educational outcomes for pupils and everyone is kept safe.
Act as a positive ambassador for Marjory Kinnon School and make a meaningful contribution to the school community.





Our School Statements

Safeguarding

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff, volunteers and external agencies to share this commitment. All applicants undergo a thorough selection process, including background checks to ensure their suitability to work with children. All staff members receive comprehensive safeguarding training to ensure they are aware of and understand the signs of abuse, the school's procedures for reporting concerns, and their role in creating a safe environment. Our school promotes an open culture where everyone, including staff, pupils, and parents, is encouraged to share any concerns they may have regarding the welfare of our pupils.

Equality, Diversity and Inclusion

In our school community, we celebrate and embrace diversity as a source of strength. We are committed to fostering an inclusive environment that values and respects all individuals. Our mission is to create a culture of equity where everyone feels heard, seen, and valued. We strive to eliminate bias and promote equal opportunities for learning and growth. Join us in cultivating a school where diversity is not only acknowledged but cherished, and where every student and staff member can thrive.

Professional Standards

At Marjory Kinnon School, we uphold the highest professional standards to create a positive and inclusive learning environment for our pupils. All staff are expected to adhere to our Code of Conduct which guides our professional behaviour and ensures that every member of our team operates with integrity, treats others with respect, and upholds the ethical standards that define our school.

GDPR

We are required under the General Data Protection Regulations 2018 to confirm why we collect personal and/or sensitive data from you, what we use it for and how we will store it. The personal/sensitive information that you provide to us on the application form will be used and retained as part of our recruitment process. This means information provided by applicants to inform part of our assessment during the recruitment process and for successful candidates the information will be used as part of the contract of employment and be shared with the school's payroll provider. We may contact other relevant organisations to check the information that you provide, including for safeguarding purposes. The information will be stored electronically and disposed of after 6 months if your application is unsuccessful.



How to Apply

Thank you for your interest in this role.

Application Form

You will find the application form on our website on our 'Current Vacancies' page.

Please complete and return this via email to hr@marjorykinnon.hounslow.sch.uk

CVs are not accepted.

Closing Date: 13th May 2024

Shortlisting: 14th May 2024

Interviews will be held week commencing 20th May 2024.

We will communicate directly with shortlisted candidates to confirm interview details.

Safer Recruitment

In order to comply with 'Keeping Children Safe in Education' a number of checks will be carried out, including:

- **DBS Checks**
All applicants will be subject to an enhanced DBS and barred list check.
- **Online Checks**
Online checks will be carried out for all shortlisted candidates.
- **References**
All offers of employment are subject to the receipt of two satisfactory references.

Visits to the School

If you would like to visit our school and meet Mark O'Brien the school's Chief Operating Officer, or if you have any queries relating to this opportunity, please contact HR via email hr@marjorykinnon.hounslow.sch.uk or telephone **020 8890 8890**.

You can find more information about Marjory Kinnon School on our website www.marjorykinnonschool.co.uk



Marjory Kinnon School

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