IPSWICH GIRLS' GRAMMAR SCHOOL
&
IPSWICH JUNIOR GRAMMAR SCHOOL

Position Description

Operations Manager

OMNIA SUPERAT DILIGENTIA

DILIGENCE OVERCOMES ALL

OUR SCHOOL MOTTO SINCE 1892

Your Employer

Ipswich Girls' Grammar School including Ipswich Junior Grammar School is a non-denominational school for boys and girls from Pre-Prep to Year 6 and girls only from Year 7 to Year 12, with boarding for girls in Years 5 to 12.

The School aims to develop confident, well-educated students by providing a positive, personalised, holistic education program for each student so that they are well-prepared for higher learning, local and global citizenship, and life. The School actively strives to know every student so that each child will receive more individual attention in every class, every day.

Quality teaching facilitates quality learning. The School has established a high-quality professional learning community. Our teachers are dedicated, enthusiastic, knowledgeable professionals who care about their students' holistic education and welfare.

The School is well-resourced with a range of information and communication technologies that can be used to modify the timing and pace of learning to suit individual needs. Every student from Year 4 to 12 has a personal computer and Prep to Year 3 students have access to class sets of a range of devices.

The School provides a wide range of co-curricular opportunities to further develop individual strengths, talents and potential in the Arts, sport, community service and personal and social development.

Focus

Confident, well-educated young women, girls, and boys.

Vision

Ipswich Girls' Grammar School including Ipswich Junior Grammar School focuses on excellence and nurturing every young woman, girl, and boy to become confident, well-educated, and prepared for higher learning, local and global citizenship, and life.

Mission

Inspired by its proud history and traditions, Ipswich Girls' Grammar School including Ipswich Junior Grammar School aims to excel at providing each student with a positive, personalised, holistic education by dedicated, professional staff in safe, first-class learning environments.

Location

Address:	82 Chermside Road EAST IPSWICH QLD 4305
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THE ROLE	
Position Title:	Operations Manager
Incumbent:	Newly created role
Department:	Business Services
Reports to:	Chief Finance Officer
Remuneration:	Ipswich Girls Grammar School Including Ipswich Junior Grammar School Enterprise Agreement 2021
Hours:	Permanent, full-time + reasonable additional hours as required.

Your Opportunity

Reporting to the Chief Financial Officer, the Operations Manager will provide commercial leadership and operational responsibility for the School operations and maintenance. The role will assume overall responsibility for operational budgets, programmed and proactive maintenance regimes, contractor management, management of minor/capital works and management of all auditing, risk, and compliance programs. The position may include any other relevant duties as directed or required by the School.

As the Operations Manager you will:

- Maintain the standard of excellence required by the School's reputation and uphold the vision and mission of the School.
- Promote the interests of Ipswich Girls' Grammar School including Ipswich Junior Grammar School in the school and wider communities.
- Attend staff development and training programmes when and if appropriate.
- Comply with work health and safety responsibilities detailed in the safety management system and comply with the School's Staff Code of Conduct.

Your Role

Leadership and Management of Business Operations

Ensure that the School is well presented at all times and all buildings and facilities, roads and pathways, grounds and gardens are maintained and repaired to the highest standard.

- Liaise with the Chief Financial Officer in the preparation of annual maintenance and capital expenditure projects and work plans.
- Prepare specifications and preventative maintenance schedules for a rolling twelve-month plan to ensure all areas are maintained to the highest standards.
- Coordinate with and escalate to the Chief Financial Officer, strategic and operational issues, and risks for the School Operations in a timely manner.
- Organise & direct quality work efforts using effective planning, goal setting, KPI and Performance development, monitoring and performance reporting (e.g., quarterly plans, planning checklists)
- Mentor Facilities and Maintenance staff and manage business functions including overseeing the team's commitment to:
    - Excellent client and customer service standards
    - Maintaining relevant industry and other standards
    - Understanding the needs and maximising customer outcomes
- Ensure assets are well maintained through a system of audits and maintenance plans.
- Attend regular meetings including a weekly site review with the Chief Financial Officer
- Working with the financial and marketing teams, to promote and manage the letting of the school's facilities within the local community.
- Organise resources and facilities for key events in consultation with key stakeholders (e.g., Open Day, Long Lunch, etc.).

- Regularly walk around all buildings to monitor maintenance standards, lighting and air conditioner use and that windows and doors are secured. Report and act upon any issues with the appropriate staff.

Contractor Management

Manage all external contractor agreements including tendering and negotiation of maintenance contracts, scheduling of works, contactor management and financial management. Responsibilities also includes ensuring that contractors are well managed within existing safe working methods and deliver their services on time and on budget.

- Ensure that all contractors entering the School complete the contractor Induction Pack forms and a safe work method statement before commencing work. All contractors and staff working onsite must be inducted by the Operations Manager in a site-specific induction.
- Manage, schedule, and monitor the use of cooling, lighting, and other mains services to all areas of the School and produce reports as agreed advising Executive in order to ensure the most economical use of fuel and water.
- Manage all contractors on site, ensuring that all health and safety requirements are met, monitor their performance, and inspect completed work.

Fire and Security

As the designated Fire and Security Officer ensure that all systems are regularly maintained and tested, appropriate records are kept, and all related policies and procedures are reviewed and updated, as necessary.

- Maintain the Fire Risk Assessment, updating where appropriate and resolving any issues.
- Make certain that annual reviews are undertaken of all fire panels and fire safety equipment.
- Initiate the necessary procedures quickly and accurately relating to the emergency services, e.g., Police, Fire, Gas and Electricity Board.
- As a primary key holder, be prepared to attend out of normal working hours emergencies as and when required.
- Ensure internal security procedures are adhered to, reporting any issues to the CFO.
- Provide training to all staff upon induction and manage the annual fire training requirements.

Work Health & Safety
Maintain a safe and healthy work environment by establishing, following, and enforcing standards and procedures, and complying with legal regulations.

- Investigate and report on accidents & incidents and carry out remedial work to prevent similar occurrences.
- At the end of each term, undertake and document a risk assessment review of the whole School and other risk assessments / health and safety checks.
- Ensure the School complies with all current legislation in relation to WH & X management, including the maintenance of appropriate records.
- Participate in the continuing development of robust, transparent health and safety systems and procedures.
- In collaboration with the CFO, monitor and review the Risk Register and ensure it is presented to the Board for review bi-annually.
- Support health and safety training initiatives and deliver components where appropriate.
- Commit to the growth and maintenance of a positive risk management culture within the School, assisting staff where necessary.
- Chair the Workplace Health & Safety Committee.

The particular duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Competency Required

- Bachelor's degree in operations management, business administration, or related field.
- 2+ years' proven experience in an Operations management position.

- Strong budget development and oversight skills.
- Excellent ability to delegate responsibilities with effective supervisory skills and experience to build and maintain relationships between co-workers, staff, and stakeholders.
- Ability to oversee procedures, work methods and processes both in practice and by documentation.
- Demonstrated experience developing and maintaining contractor schedules, work orders, activity logs, reports, equipment, and histories in support of cyclical and daily tasks.
- Knowledge and understanding of WHS at the workplace and ability to provide Team Leadership in WHS.
- Well trained in conflict management and business negotiation processes with the ability to be flexible, adaptable, and open to consultation and participation in School processes.
- Knowledge of general business software and aptitude to learn new applications; proficiency in Microsoft Office (Word, Excel, Outlook).
- Ability to obtain a Working with Children Suitability Card (Blue Card).

Key Results Areas

1. Contractor Management: Effective and proactive management of all School contractors.

2. Relationship Management: Demonstrates proactive and professional approach to customer service and stakeholder engagement.

3. Project Management and Organisational Skills: Excellent planning and organisational skills to prioritise work and meet agreed deadlines. Proven ability to manage operational matters across the School on a daily basis.

4. Problem Solving and Strategic Thinking: Capacity to deal with ambiguity and solve problems effectively. Proven ability to employ holistic approaches and look at long term solutions.

Selection Criteria

Within the context of the duties described above, the ideal applicant will be someone who has:

1. Proven experience in providing strategic, efficient operational service delivery.
2. Demonstrated experience leading a small to medium sized operational team in School or similar environment.
3. Effective supervisory skills and experience to build and maintain relationships between co-workers, staff, and customers.
4. The ability to oversee procedures, work methods and processes both in practice and by documentation.
5. The ability to maintain schedules, work orders, activity logs, reports, equipment, and histories in support of cyclical and daily tasks
6. Knowledge and understanding of Workplace Health and Safety and the ability to provide team leadership in Workplace Health and Safety.
7. Flexibility, adaptability and openness to consultation and participation.

Authorisation

I hereby agree that this Position Description accurately reflects my work requirements.

Employee	_____	_____	_____
	Name	Signature	Date
Principal	_____	_____	_____
	Name	Signature	Date