



# MALVERN ST JAMES

## Girls' School

**POST OF**  
**Operations and Compliance Manager**  
**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

## **JOB DESCRIPTION**

**Job Title:** Operations and Compliance Manager

**Directorate:** Operations & Compliance

**Accountable to:** Director of Operations and Compliance

### **The Role:**

This is a new role, created to support the Director of Operations and Compliance in the delivery of operations across the School. The post holder will lead the Catering, Housekeeping and Hospitality departments, coordinate cross functional operational activities, and manage Health and Safety and associated compliance across the School.

The Operations and Compliance Manager may also deputise for the Director of Operations and Compliance when commitments so demand.

### **Main Duties and Responsibilities**

#### **General**

- Provide the day-to-day leadership and oversee the management of Catering, Housekeeping, Hospitality and Transport departments.
- Working closely with the Head of Estates, coordinate cross functional projects and ensure compliance is achieved across departments within the Operations Directorate.
- Manage projects as directed by the Director of Operations and Compliance, carry out other reasonable tasks from time to time as directed.
- Manage School holidays external lets working closely with the Events Manager.

#### **Support Services Provision**

- Ensure high standards are achieved within the Catering, Housekeeping, and Hospitality functional areas.
- Responsible for the provision of catering for pupils and staff in accordance with the cost criteria established by the Director of Operations and Compliance.
- Responsible for the cleaning and maintenance of the buildings and sports facilities across the School estate.
- Harness technology to assist in record keeping across support services.
- Assist as directed with the planning and procurement of furnishings and fittings within the school.
- Coordination of support to events as required.

#### **Budgets**

- Ensure that budgets are met and there is a continuous review of process to ensure efficiency of costs.
- Ensure that suppliers provide the best value for money whilst maintaining expected standards and compliance.
- Oversee and approve methods of stock control.
- Ensure maintenance and service contracts provide the best value for the School and are reviewed prior to renewal, making comparisons with other providers.

- Provide departmental monthly pay variations to the Finance Office.

### **Management of staff**

- Input into the recruitment of new staff as approved by the Director of Operations and Compliance.
- Oversee departmental induction, new starter, and refresher training, ensure that good records are maintained.
- Carry out appraisals with departmental heads and ensure that the appraisal process is cascaded within departments.
- Support staff in your team with their training and development, ensuring that the School remains fully compliant in all areas within the Operations Directorate.
- Ensure that contract staff comply with School policy and legalisation whilst on site.
- Ensure that there is adequately trained staff to provide support to external lettings.

### **Health and Safety**

- To manage the School's Health and Safety software including Smartlog.
- Ensure the compliance with the Schools Health and Safety Policy, assisting with its annual review.
- Promote a culture of Health and Safety across the School through SHEF management.
- To manage and review risk assessments, ensuring that they are accessible and used within departments.
- To ensure that all accidents and incidents are recorded, lessons identified, and remedial actions taken as required.
- Ensure that appropriate PPE is provided to staff and in adequate supply.
- Ensure that there is a plentiful supply of first aid items located around the School and that these are maintained and recorded.
- Vice Chair of the School's Health and Safety Committee.
- Ensure a robust system of checking electrical equipment within the School is adopted and current.
- Ensure that all staff are routinely trained in safe working practises to ensure staff are aware of hazards and how to mitigate.

### **Miscellaneous**

- To deputise for the Director of Operations & Compliance when appropriate.
- To coordinate and oversee events and functions, supported by the Head of Hospitality
- To attend training courses and seminars as required.

### **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**

### **Essential**

- Evidence of strong leadership and management of multi-disciplinary teams.
- Project management experience.
- Ability to understand intent and show initiative - self-motivated.
- Agile in thought and a flexible approach to role – entrepreneurial outlook.
- Evidence of ensuring Health and Safety compliance within a regulated organisation.
- Evidence of setting and managing budgets.
- Knowledge of recruitment and selection process.
- Excellent interpersonal skills and ability to communicate effectively.
- Excellent time management and organisational skills.
- Ability to work well under pressure.
- Ability to achieve and set standards and operate to performance criteria.
- Positive approach to learning in role and identifying own training needs as appropriate.
- Ability to work effectively as part of a team.
- Excellent IT skills.

### **Desirable**

- NEBOSH/IOSH qualified.
- Experience of a school/boarding environment.
- Experience of managing support services.
- Experience of safeguarding practices.

## **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](mailto: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.

## **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