

**Section 1 | Job Details**

<b>Post Title</b>	<b>Operations &amp; Support Services Manager (OSM)</b>	
<b>Reporting to</b>	Senior Manager - Operations	
<b>Dotted Line Manager</b>	Principal	
<b>Business Unit</b>	Kent College Dubai	
<b>Department</b>	School Operations	

**Section 2 | Job Purpose**

As a member of the school senior leadership team, directly supporting the Principal the Operations & Support Services Manager (OSM) will be fully responsible to effectively lead all Operations, Administration & Support Service related activities and ensure the school(s) complies with all Aldar Education Policy, procedures, HSE, Audit and Regulatory directives within daily school operations.

The incumbent will continuously strive to exceed internal & external customer expectations, capitalizing the economic profit and return on capital investment, while embracing the Aldar Education Core Values.

To embody the values, vision and ethos of Aldar Education and assist the Principal in implementing process and policy which will ensure high quality and successful outcomes.

**Section 3 | Dimensions**

<b>Staffing Accountability</b>	<b>Direct Reports</b>	School based Administration, Operations and Support Services teams
	<b>Total Team size</b>	Varies between schools (school specific)
<b>Financial Accountability (Annual)</b>		Varies between schools (school specific Opex and Capex budgets)

**Section 4 | Key Accountabilities**

<b>Main Duties</b>	<ul style="list-style-type: none"> <li>To be responsible for the organisation and delivery of operations, administration and support service teams across the School(s). Implementing a 'service culture' and ensuring efficient, effective staff deployment and, with the Principal, recruitment of high calibre candidates to join the Aldar Education operations and support service teams.</li> <li>To support and advise the Principal, Senior Leadership and Aldar Education HQ on operational, financial and HSE matters and be accountable for their effectiveness using robust performance management systems.</li> <li>To implement processes and provide strategic guidance to the Principal, Senior Leadership and Aldar Education HQ on Audit and Regulatory Compliance matters, ensuring that schools maintain compliance throughout the year in all authority and internal audit visits.</li> <li>To ensure that all operations and support service staff are supported with high quality continuous professional development and training which contributes to the development and achievements of the School.</li> <li>To support the Principal in achieving the key strategic objectives for the School through formulating and leading on specific aspects of the school business and/or improvement plan as they relate to operations and support services.</li> </ul>
<b>Specific Duties</b>	<p><b>General Operations</b></p> <ul style="list-style-type: none"> <li>To support the Principal in implementing the agreed business strategy for the School.</li> <li>Development and implementation of policies, systems, processes and student safeguarding measures in conjunction with the Aldar Education HQ ensuring all new policy and processes are school focused prior to implementation throughout the group.</li> <li>Be contactable outside of normal School hours, available to attend site to support the Operations Team when required inline with the Aldar Education Critical Incident Response Protocols.</li> </ul> <p><b>Leadership &amp; Management</b></p>

- Develop the performance and efficient working hours of the administration and support service teams to ensure high standards of service are maintained throughout the School(s) and that all teams provide a collegial efficient and effective service culture.
- Continuously review school support services operating models and staffing levels to ensure the school is suitably resourced to deliver key objectives whilst ensuring school financial and operational performance is maintained.
- Lead the recruitment, professional development, appraisal and training of all Operations & Support Service staff ensuring that each member of the team undergoes an individual development plan to help the school in building a high performance team.

## Finance, Commercial & Procurement

- To support the Principal in monitoring all relevant budgets and expenditure, particularly operational costs, ensuring the school receives best value and service at all times.
- Continually reviewing opportunities for shared resource, cost and/or services across those schools they hold responsibility for to ensure that the schools benefit from improved access to service teams and physical resources (ie support staff, transport etc).
- Ensure Delegation of Authority processes and procedures are followed at all times.

## Relationship & Stakeholder Management

- Embrace and encourage the ethos and standards of excellence as defined in the Aldar Education Core Values.
- Ensure that schools are fully compliant with local government authority regulations to safeguard against fines of any nature as a result of non-renewal of contracts at school level.
- Ensure all internal and external audits are effectively co-ordinated and that actions arising from such audits are completed in a timely and appropriate manner.
- Understand the effects and implications of government policies, legislation and directives, developing effective strategies for current initiatives and long-term educational trends and developments.

## Health, Safety & Environment

- To act as the responsible person for HSE effectiveness and ensure the School complies with current Health & Safety legislation and/or guidelines as issued by Aldar Education HQ advising the School Leadership team accordingly.
- To drive a positive and proactive health and safety culture throughout their teams and act as a champion for health and safety.
- To support the principal in establishing school specific health, safety and environmental related aims and objectives and ensuring that they are delivered within the required timelines.
- Ensure all internal and external health, safety and environmental related audits are effectively co-ordinated and that actions arising from such audits are completed in a timely and appropriate manner.
- Ensure all health, safety and environmental related inspections are completed in line with the Aldar Education standards and any actions arising from such inspections are completed in a timely and appropriate manner
- To support the effective delivery of a health and safety committee within the school, which meets on a monthly basis.

## Section 5 | Communications & Working Relationships

Internal	External
School Employees, Students & Parents, and Aldar Education HQ Employees.	Third party Contractors, Service Providers and Federal & Local Governmental Agencies / Authorities.

## Section 6 | Qualifications, Experience & Skills

<b>Minimum Qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelors (BSc) in business related subject; or</li> <li>• Related industry qualification, of graduate level, for the assigned functional area(s).</li> <li>• Certificate of School Business Management / Facilities Management / NEBOSH or IOSH preferable.</li> </ul>
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## JOB DESCRIPTION

<b>Minimum Experience</b>	<ul style="list-style-type: none"> <li>At least 5 years' experience in a senior level position within an education or service oriented industry.</li> </ul>
<b>Job Specific Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Fluent English communication skills, written and oral.</li> <li>Attention to detail with diligent follow up, and able to execute in a timely manner.</li> <li>Skilled in multi-tasking and handling pressure.</li> <li>Organizational ability, of self and others.</li> <li>Forethought and forward planning (particularly as this relates to local Government compliance matters).</li> <li>Capable of influencing people and talented in networking with cultural sensitivity.</li> <li>Good interpersonal skills.</li> <li>Strong and consistent supervisory skills.</li> <li>Commercial acumen.</li> <li>Initiate effort and energy beyond the typical work day, where the tasks require additional commitment.</li> </ul>

### Section 7 | Safeguarding

**Aldar Education is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Offers of appointment are subject to satisfactory references and police clearance.**

### Section 8 | Approvals

#### Department Leader

Title: Timothy Hollies

Signature:

Date: 20-09-2023

#### Human Resources

Title: Ghada Temsah

Signature:

Date: 20-09-2023

### Section 9 | Employee Acceptance

#### Employee

Title:

Signature:

Date: