

## JOB OUTLINE

<b>Job title:</b>	<b>Operations Manager - Administration</b>
<b>Job ref:</b>	<b>HFL1467</b>
<b>Hours:</b>	37 per week
<b>Salary band:</b>	Band 5: FTE £30,000 - £35,000 p.a
<b>Contract:</b>	Permanent
<b>Reports to:</b>	Operations and Technology Director
<b>Team:</b>	Administration and Business Support Team
<b>Location:</b>	Hybrid working consisting of remote working and a minimum of 2 days per week in our Head Office in Stevenage, Hertfordshire.

## OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a social enterprise ethos.

## JOB CONTEXT

This role forms part of the Administration and Business Support Team which provides internal and external support to customers and stakeholders with a focus on always delivering outstanding service.

This team forms part of the wider Operations and Technology Team which focusses on placing outstanding administration support, operational efficiency, and technology at the heart of our work. The Operations Manager – Administration will play a pivotal role in delivering this vision.

## PURPOSE OF THE JOB

To deliver outstanding service by collaborating with the Operations & Technology Director and Education service teams to drive first class administration and business support to internal and external stakeholders providing a customer-centric approach to deliver outcomes for education settings.

## MAIN AREAS OF RESPONSIBILITY

- **Service Delivery:**
  - Oversee the day-to-day operation of the administration team, leading and driving culture of togetherness to ensure all service support is delivered to a high standard.
  - Provide a range of administrative duties to support nominated service teams.
  - Delegate request for ad hoc service support to team members, ensuring capacity is always managed fairly and equally amongst all team members
  
- **Operational Effectiveness:**
  - Support and maintain the HFL 'knowledge base' to lead and drive the team with continuous improvements for customer queries to enhance resolution processes
  - Ensure all team members use our CRM case management tools to document agreed customer service interactions and are proactively followed up
  - Implement and develop reporting processes and KPI's that monitor and identify opportunities to drive continuous improvements in administration and service delivery to drive performance
  - Resource management of the team so procedures and processes are documented, and absences and resilience are maintained
  
- **Team Leadership:**
  - In conjunction with the Operational and Technology Director set team strategic goals and key performance targets, supporting the team to consistently achieve these targets.

- Manage, recruit, coach and upskill team members' knowledge on key services, sharing best practice, ensuring colleagues can appropriately advise customers and support internal and external stakeholders.
- Develop and implement an effective team training program to develop skills and competencies within the team and maintain a current skills level matrix
- **Collaboration:**
  - Regularly engage with Education Service Team Leads to build upon successful partnerships and develop a thorough understanding of their needs to set admin team objectives
  - Support the onboarding of new projects, making best use of technology where possible to implement streamlined processes and deliver requirements. Feedback and actions to be cascaded after each project to identify improvements
  - Demonstrate flexibility and adaptability to support wider teams when required to meet operational needs.
  - Work in Collaboration with Operations Manager for Customer Service to share best practices for customer service techniques, drive efficiencies and achieve synergies where possible

The duties and responsibilities listed above describe the post however is not exhaustive to these activities and the post holder may be asked to complete ad hoc duties to support operational needs.

## PERSON SPECIFICATION

### Knowledge and Experience of:

- Team management driving team objectives (Essential)
- Setting priorities and implementing continuous improvement service strategy – evaluating and adapting as you progress through appraisals (Essential)
- Providing a wide range of professional administration and business support internal and external stakeholders and colleagues (Essential)
- Demonstrating a growth and commercial mindset. (Essential)
- Ability to have difficult and challenging conversations whilst showing empathy to

- seek resolution (Essential)
- Working with cross-functional teams to deliver outcomes. (Essential)
- Knowledge of the education sector. (Desirable)

### **Skills and Abilities:**

- Proven strong leadership skills to identify develop and drive team skills and attributes to maximise individual and team contribution and participation. (Essential)
- Ability to drive a change management project, using your negotiating, influencing communicating skills at all different levels within the organisation. (Essential)
- You are a forward-thinker, self-motivated with a 'can-do' attitude. (Essential)
- You are a completer-finisher, with a demonstrable ability to plan and prioritise workload. (Essential)
- You possess strong verbal and written communication skills. (Essential)
- You are flexible, with the ability to adapt to change and work well under pressure. (Essential)
- You have great attention to detail and will be data process-driven (Essential)
- You are proficient with IT and Microsoft packages and have an understanding of IT reporting systems (Essential)

### **EQUAL OPPORTUNITIES**

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates

without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

### **DISCLOSURE AND BARRING SERVICE**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

### **HEALTH AND SAFETY**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

### **INTELLECTUAL PROPERTY RIGHTS**

It is a contractual requirement of all employees of HFL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

### **APPLICATION PROCESS**

McCarthy Recruitment will be managing the recruitment process on our behalf, so please feel free to contact [lan@mccarthyrecruitment.com](mailto:lan@mccarthyrecruitment.com) for an informal discussion or with any queries.

If you are ready to apply, please email Ian McMullin at [lan@mccarthyrecruitment.com](mailto:lan@mccarthyrecruitment.com) with an up-to-date CV, along with a cover letter to include responses to the following questions:

1. What does business support mean to you and what role should technology play in delivering this support?

2. Describe a situation where you implemented, improved or transformed a structure, system, approach, or process – please share how you came to identify the need for improvement, what you did, and the outcome you achieved.
3. Please provide an example where you have negotiated or influenced either a team or stakeholder to meet a business priority, what did you do? what was the outcome?

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

For recruitment queries, our Central Recruitment Team can also be contacted on the HFL Recruitment email address above.

**This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.**