



## **Director of Campus Operations**

The Director of Campus Operations (DOCO) is a newly created role to support the Chief Operating Officer (COO) in leading and transforming the operational functions across the campus at Epsom College.

It is an exciting time at the College with the recent commencement of the 16<sup>th</sup> Head of Epsom College and he and the COO are now in a position to set and deliver a new and ambitious strategy for the College, building on its success and ensuring a modern operating and learning environment.

As a key member of the College's Operational Leadership Team, the DOCO will be responsible for four key functions across the campus that are critical to the operation of the College:

- The Catering Department
- The Commercial and Events Department
- The Estates Department, which includes Grounds, Security and Transport
- The Facilities Department, which includes Health and Safety, Domestic and Laundry

The DOCO will provide hands-on leadership to the above operational heads to deliver a well-coordinated, operationally excellent service to deliver the strategic aims of the College and the operational departments to a high standard with a customer-orientated ethos.

Health and Safety, along with campus safety and security, will be a key early focus on the role, ensuring that the College is fully compliant in all areas of relevant legislation and the record keeping and coordination of these activities is robust. Along with the Director of Estates, the DOCO will support the new Security Manager, to implement a new security provision across the campus.

The DOCO will work with the COO and the Commercial Team to lead the development an ambitious enterprise strategy to increase the generation of non-fee income. The role will also need to have an general understanding of the wider professional support functions, including Finance, HR, and IT to ensure effective operational delivery across all the College activities.

### **Strategic Management**

- Lead the implementation of the College strategy relevant to the operational areas. Ensure that each area has a robust operational plan.
- Managing and ensuring the development and productivity of all operational staff in their area of responsibility, including overseeing the line management of the relevant functional leads.
- Act as principal technical advisor on all operational matters.
- Responsible for the development and empowerment of the functional Heads, encouraging them to be confident and collaborative decision-makers and leaders within the College.

## **Leadership and Management**

- Develop open and productive relationships with other operational Directors, the Senior Leadership Team and senior colleagues, participating fully in delivering the College's strategic plan.
- Provide inspiring leadership to motivate, develop and support the operational functions and teams.
- Ensure that the necessary skills and competency levels are in place, developed or acquired within each functional area.
- Ensure the operational functions have a strong culture of customer service excellence.
- Review and improve the organisation of the departments including the current working procedures and practices, management of records, information systems, and related matters.
- Overall management of staff and sub-contractors involved in a broad range of key functions including the management of catering, cleaning, estates, grounds, facilities, lettings and transport.
- Manage, appraise and coach functional Heads to achieve appropriate and effective leadership of their teams in order to deliver team and individual performance together with staff satisfaction.

## **General**

- Ensure that activities that cross all operational departments (including large events such as Founder's Day, Prize Giving and Open Days) are well co-ordinated and joined-up.
- On behalf of the COO, prepare high-quality written reports and management information for the Governors, Head, COO and senior leaders.
- Provide responsive customer-focussed communications to parents when required.
- Maintain a good working knowledge of new and existing legislation relating to the remit of the role, implementing changes where appropriate.
- Review policies and procedures relating to operational areas keeping up to date with legislative changes and good practice.
- Manage, maintain and review (bi-annually) all contracts in relation to the areas of responsibility to ensure fit for purpose, value for money and suitability.
- Be aware of all risks relating to the operational functions under the remit of the role, ensuring these are mitigated to an acceptable level.

## **Budget Management**

- Have oversight of the budgets across the operational functions within remit, ensuring that all functions are actively engaged in the annual financial planning cycle, and have a good understanding of budgets, forecasts, and variances.
- Ensure that the budgets for all the areas within the remit of the role are well-managed and operate through a value for money lens, maximising the effective use of the College's resources for both its operations and commercial revenue generation.

### **Capital Project Management**

- On behalf of the COO, oversee capital infrastructure projects (including estates and IT) and be responsible for ensuring that the College infrastructure estates and IT capital projects and programmes meet all relevant standards and are delivered on time and on budget, in the best way to minimise disruption and operational risk to the business, meeting stakeholder requirements.

### **Estates and Facilities Management:**

- Support the COO and the Head in the development of an Estates Masterplan that will facilitate the delivery of the College's strategic objectives.
- Working with the Director of Estates, ensure that estates infrastructure meets its current and future needs, developing and overseeing the implementation of the Estates strategy, managing infrastructure requirements, and delivering safe and maintained buildings for staff and pupils.
- Working with the Head of Facilities, ensure that the Houses and College buildings are well-supported with a high quality domestic, cleaning, laundry, and portering service.

### **Health, Safety and Security:**

- Support the Head, COO and Second Master should a Critical Incident arise and ensure operational functions are ready to respond should the CI Plan be activated.
- Ensuring business continuity plans are in place and regularly tested to ensure the continuity of college operations.
- Ensuring compliance with all relevant health and safety legislation and codes of practice across all activities.
- Maintaining appropriate levels of staff training and ensuring all teams comply with policies and procedures.
- Ensuring the College has up to date health and safety policies and Risk Assessments (and associated action plans), and that plans are implemented and regularly reviewed with relevant departmental heads.
- Along with the Director of Estates, support the new Security Manager to implement a new security provision across the campus.

### **Transport (within the Estates Department)**

- Understanding the College's transport needs (start and end of day, during the day (sporting activities and trips), weekends and holidays) and ensuring requirements are met in a safe and cost-effective manner.
- To regularly review and maintain the College's transport strategy.

### **Catering**

- In liaison with the Director of Catering, support the planning, management, delivery and development of all catering for the College during term time as well as events, hospitality services and commercial activities.

### **Commercial, Enterprise and Events**

- Working with the COO, the DOCO will lead the development of a new commercial strategy for the College, ensuring that the use of the College's assets are maximised to generate non-fee income.

### **Environmental, Sustainability and Accessibility**

- Lead on the development and implementation of the College's environmental, sustainability and accessibility strategy.
- Develop the accessibility plan to ensure the College remains compliant and accessible to all visitors and stakeholders.
- Oversee the development and implementation of the College sustainability strategy and ensure that the College's sustainability plan is implemented in all areas of operations.

**Epsom College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.**

No job description can fully cover all aspects of the role and consequently the responsibilities are likely to evolve and change over time. This description gives an overall view of the position.

The post holder may reasonably be required to perform duties other than those given in the job description for the post, including work with a different department or team. The duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of the responsibility entailed.

### **Qualifications/ Experience**

#### *Essential*

- Educated to degree level.
- Experience of working at a senior level in a multi-functional organisation with good relevant experience across the remit of the role.
- Extensive experience of leading large and complex teams of over 100 people.
- A track record of delivering excellence with a customer centred approach.
- Experience of budget management and financial acumen in generating commercial income.
- Experience of project management, including construction or refurbishment of buildings, with associated budget responsibilities and an understanding of the 'RIBA plan of work'.
- Experience of commercial and enterprise activities.
- Strong understanding of Health and Safety legislation and practical requirements, including risk assessments and mitigation.
- Able to take ownership, with sound judgement and confident decision maker.
- Ability to inspire, influence, motivate and develop to get the most from a wide range of teams and individuals.
- A clear understanding of safeguarding protocols within a school environment.

*Desirable*

- Hold a health and safety qualification such as IOSH Managing Safely (or equivalent).
- Experience in a boarding school, university or similar organisation.
- Relevant professional qualification.

**Person Specification**

- A firm commitment to the safeguarding principles and practices within a pupil focused environment.
- Excellent interpersonal and communication skills, with a degree of emotional intelligence and the ability to deal with people at all levels confidently, sensitively and diplomatically.
- Excellent writing skills with the ability to assimilate and analyse complex information into accessible board papers.
- A commercial and entrepreneurial mindset.
- A creative thinker with a 'can do' attitude.
- A strong commitment to the aims, values and ethos of Epsom College.
- Flexible and adaptable with energy, stamina and enthusiasm.
- Capacity to prioritise work and meet targets and deadlines across a diverse portfolio of activity.
- Enthusiastic and self-motivated with tenacious approach to problem-solving.
- Resilient and willing to go the extra mile in a busy boarding school community.
- A holistic approach to equality, diversity and inclusion across the College community and beyond.