



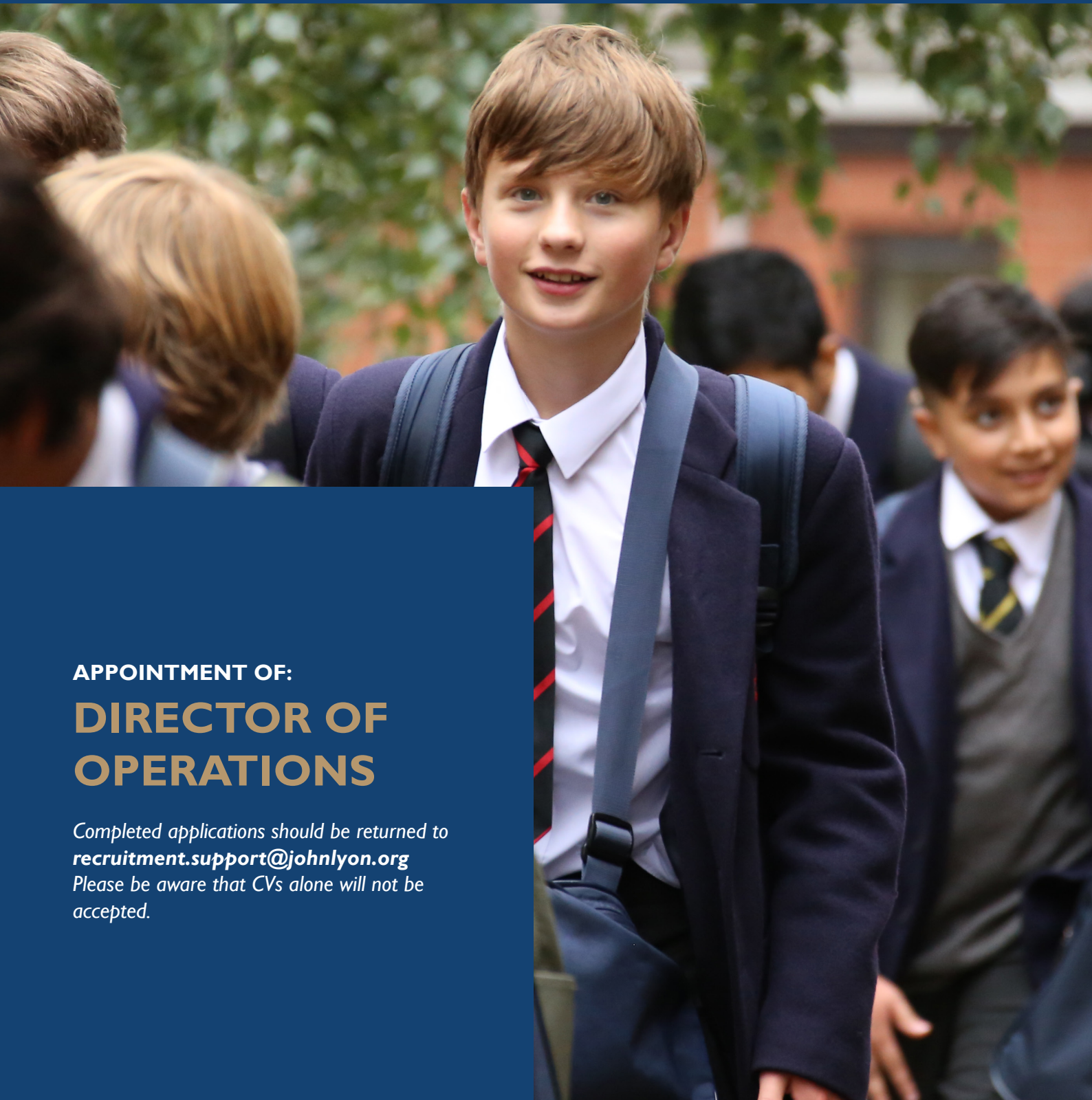
JOHN LYON

HARROW-ON-THE-HILL



QUINTON HALL

JOHN LYON'S PREP SCHOOL



APPOINTMENT OF:

DIRECTOR OF OPERATIONS

Completed applications should be returned to recruitment.support@johnlyon.org
Please be aware that CVs alone will not be accepted.



ABOUT JOHN LYON

John Lyon is an academically selective independent day school, based in Harrow-on-the-Hill in northwest London. Having educated boys from Harrow and surrounding areas since 1876, we welcomed our first girls as pupils and became co-educational from September 2021. We also moved from being a senior school to an all-through 3-18 school with nursery, thanks to a 2020 coming together with our prep school Quainton Hall in central Harrow.

Academic excellence is at the very heart of what pupils who study here seek to achieve. Pupils' academic standards and personal development were both rated the highest possible 'excellent' in our recent school inspection.

With the opportunity to explore this broad curriculum and gain a solid grounding in all the major academic subjects, pupils work alongside dedicated teachers to develop learning skills, creativity and the ability to fully apply themselves in all areas of life.

“ Pupils recognise and appreciate that staff have high expectations and allow them sufficient independence to develop self-control and self-motivation. ”

ISI Inspection Report, January 2020

They perform well from the point they join and go on to achieve excellent results in public examinations at GCSE and A-Level. Most pupils are rewarded for their hard work by gaining places at leading UK universities, before moving on into the workplace in a huge and varied range of valued professions.

John Lyon pupils also gain from their time outside the classroom. The School has a strong reputation for opportunities and success in Music, Art, Drama and Sport. Add to this an exciting co-curricular programme focusing on a sense of community, achievement and wellbeing, a range of more than 100 extra-curricular activities, and pastoral care that is second to none, a John Lyon education is designed to nurture high-achieving and happy children.



The School campus is spread across six buildings in Harrow-on-the-Hill and is part of John Lyon's Foundation. As a result, John Lyon regularly collaborates on pupil projects from Harrow School and the Harrow International Schools. At John Lyon, we have a clear set of values that are vital to our community. These values shape who we are, what we do and how we do it:



AMBITION



EXCELLENCE



INNOVATION



RESOLVE



HERITAGE



COMMUNITY



ENQUIRY



CREATIVITY

OUR SUPPORT STAFF

To deliver an exceptional teaching and learning experience and environment requires an excellent and dedicated support staff, who ensure the smooth running of every day at John Lyon and are ready to respond to whatever challenge arises.

With a huge range of roles, operating across both Senior School and Prep School sites, the support staff deliver key roles in Admissions, Alumni support, Careers, the Central Administration Team (School Office and Reception), Cleaning, the Combined Cadet Force, Estates, Finance, Grounds, Human Resources, IT, Librarians, Marketing and Communications, Minibus Drivers, Science and AV Technicians, the Sports Centre, Teaching and Learning Assistants, Graduate Teaching Assistants, Visiting Music Teachers, Welfare and Counselling...the list goes on!

Our support staff are friendly and diverse with a mix of colleagues living locally in the Harrow area or commuting from further afield. There are regular social and wellbeing activities arranged in conjunction with the teaching staff – so we look forward to welcoming you to the team!

THE ROLE

The Director of Operations (DOO) is a newly-created role to support the Chief Operating Officer (COO) and transform the operational functions of John Lyon School. As a key member of the School's senior management team, at an exciting time in the School's development, the DOO will take on three key functions across both the Senior and Prep School sites, as well as the extensive playing fields:

1. Reporting to the COO to lead the provision of the following functions across the entire School:

- **Health, Safety and Security** – including business continuity and incident management
- **Facilities** – including maintenance, compliance and cleaning
- **Grounds** – including gardening
- **Catering** – management of the outsourced provision at both School sites
- **Transport** – including School minibuses, the School coach service, and parking

2. Reporting to the Prep School Headmaster to lead the day-to-day provision of all support activity at the Quanton Hall site.

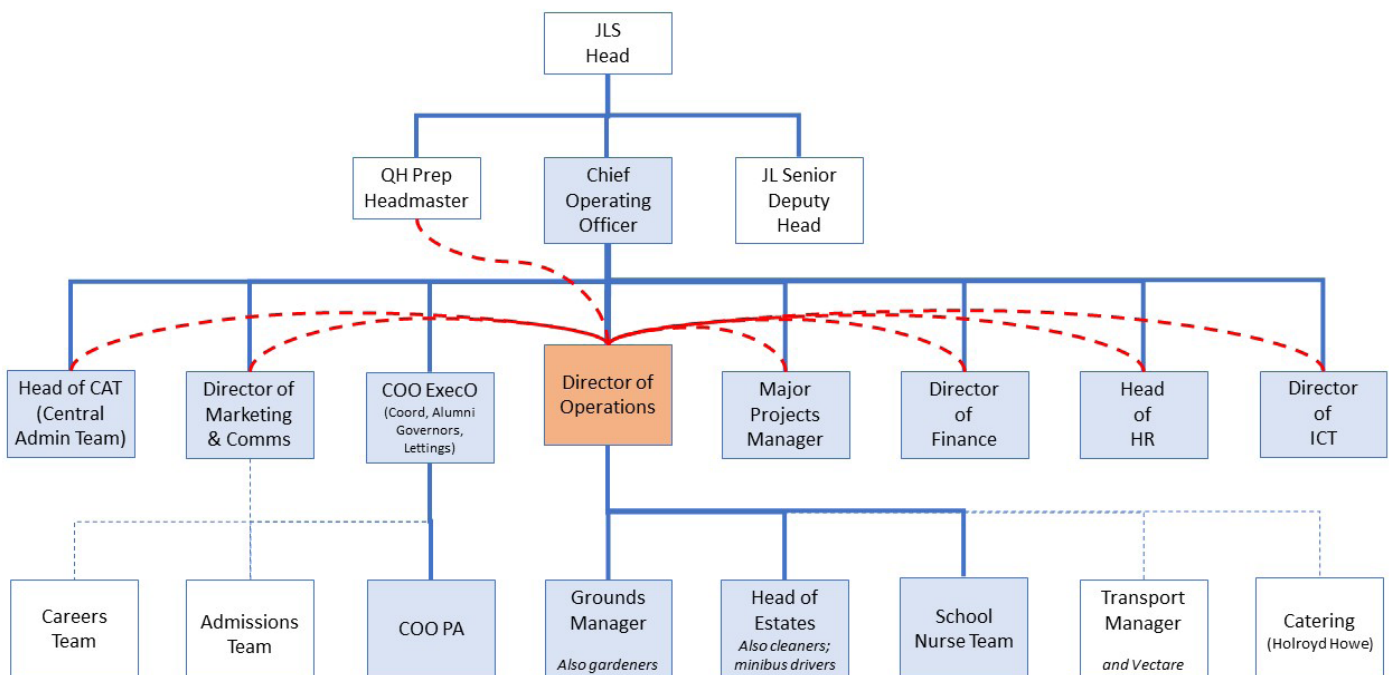
3. To deputise for the COO across the entire ambit of support activity when required.



THE ROLE

The DOO will manage all the necessary support functions to facilitate the delivery of outstanding education in a safe environment where pupils and staff can flourish. An instinctive understanding of what top-end service looks like will be required, and the successful candidate will possess the skills and experience to deliver this in a school setting. Strong but empathetic leadership, with meticulous attention to detail and the strength of character to insist on the highest possible standards will be required. The role requires flexibility and an analytical mind, able to find ways through, over or around problems, as well as strong leadership to manage staff and encourage teamwork through collaborative relationships across the School community.

The DOO will also be the natural first point of contact for all support issues at the Quainton Hall Prep site. This will require close cooperation with the Prep School senior management team and will see the successful candidate split their time between the Senior and Prep school sites. The role will also need to have an appreciation of the wider support functions, including Finance, HR, ICT, Administration and Marketing, allowing the DOO to represent the COO where required and work with the other Support Team Directors to ensure delivery across all the School sites.



This is an exciting opportunity to work alongside dedicated colleagues in a rewarding and fast-paced role. Candidates from a broad range of backgrounds would be welcomed, whether with educational experience or not, including from customer-service focussed roles, property management or the armed forces.

RESPONSIBILITIES

The DOO is directly responsible to the COO for:

- Managing and ensuring the development and productivity of all support staff in their area of responsibility, including overseeing the line management of the relevant functional leads.
- Liaising with key senior staff and colleagues across both the Senior and Prep school sites to ensure support staff deliver as required.
- Ensuring compliance with relevant legislation and regulations (including HSE and ISI) that fall within their oversight.
- Maintaining up to date policies and procedures for the work of their teams, which reflect the School's requirements and relevant legislation and guidance.
- Contribute to the development and effective running of the School's support systems and services.
- Being the primary point of contact for all support issues in the COO's absence.

Support Staff Management:

- Preparing objectives and plans for the work of support staff aligned with the priorities and objectives of the School.
- Leading and managing direct reports, including training, development, regular meetings and carrying out of annual appraisals and personal development reviews.
- Working with functional leads to ensure the development and productivity of their support teams to enhance the smooth running of the School.
- Providing oversight of the functional leads' delegated budgets and considering where budgets could be flexed or reprioritised to achieve value for money.
- Providing information and reports, including statistics on the support functions, as required to the School, its governance mechanisms and other agencies.

Buildings and Estates Management:

- In liaison with the senior management teams at both Senior and Prep school sites, understanding the evolving requirements and prioritisation for educational and pastoral facilities across the School sites and sports grounds.
- Line managing the Head of Estates and Grounds Manager, and by extension those who manage and maintain the School's grounds and buildings and overseeing the performance of the Estates and Grounds teams.
- Ensuring a suitable inspection regime for the grounds and built estate through condition surveys and directing the development of annual and long-term reactive and preventative maintenance plans, including obtaining necessary advice, permissions and consents, building regulations, fire authority approvals etc, and the prioritisation of works requests.
- Overseeing the effective and efficient commissioning and completion of minor building works, and deconfliction with both major building works and educational activity or commercial lettings.
- Overseeing the management and maintenance of the School's residential properties, both those occupied by staff and those let commercially.
- Planning for reduction in the carbon footprint of the School and its activities, as well as improving energy efficiency across the sites, in accordance with its Development Plan ambitions.



RESPONSIBILITIES

Health, Safety and Security:

- Owning the Major Incident Management Plan (for contingency and critical incidents) and ensuring that day to day support functions are ready to respond.
- Ensuring business continuity plans are in place and regularly tested to ensure the continuity of School operations.
- Ensuring compliance with all relevant H&S legislation and codes of practice across all the School sites.
- Maintaining appropriate levels of staff training and ensuring all teams comply with policies and procedures.
- Ensuring the School has up to date H&S policies and Risk Assessments (and associated action plans), and that plans are implemented and regularly reviewed with relevant departmental heads.
- To manage the School Nurse team and oversee Medical provision at the School
- Overseeing the Head of Estates' liaison with the Harrow School security team as well as the local emergency services, to ensure the security of the School sites and grounds.
- Maintaining the necessary health and safety related records and ensuring they are accessible for inspection and other purposes.
- Ensuring that all security (including CCTV) and H&S systems are maintained.
- Coordinating the termly H&S Committee meetings and chairing in the absence of the COO.

Catering:

- In liaison with the School's contract caterers support the planning, management, delivery and development of all catering for the School across both sites including the term-time catering for pupils and staff, as well as events and hospitality services.
- In liaison with the Lead Nurse, monitoring food quality and catering service (including

by active engagement with pupils and staff), maintaining awareness of best practice, addressing any concerns and determining how to improve the service over time.

- Managing the contract caterer's performance and, with the COO and Director of Finance, ensuring best value for money from the catering contract.

Transport:

- Understanding the School's transport needs (start and end of day, during the day, weekends and holidays) and ensuring requirements are met.
- To update the School's transport strategy as required.
- Overseeing the School's fleet of vehicles (purchase/lease, maintenance, performance, safety), including the transition to electric fleets and lower carbon emission vehicles.
- Overseeing liaison with external transport providers that support the School on both a contract and an ad hoc basis, and monitor their performance and compliance with appropriate legislation.
- Ensuring that all School drivers meet the necessary standards of performance and qualification.

It should be noted that a job description is not an exhaustive list of activities, and employees may be asked to carry out other duties commensurate with the grade of the post. The job description may also be amended to take account of changed circumstances, and employees will be consulted if this is necessary.

This is a full-time role with a degree of flexibility expected in working hours.

“ The school community transcends cultural difference and exudes an ethos of inclusivity through natural acceptance. ”

ISI Inspection Report, January 2020

PERSON SPECIFICATION

In making an appointment at John Lyon we look for the person who, during the selection process, best demonstrates their skills and abilities as follows:

	ESSENTIAL	DESIRABLE
KNOWLEDGE		
Educated to at least A level or equivalent	✓	
Relevant degree or professional qualifications (eg IOSH, NEBOSH)		✓
SKILLS & EXPERIENCE		
Approachable, calm and flexible, with a sense of humour	✓	
Outstanding leadership effective across a range of areas, with an ability to delegate and hold to account effectively	✓	
Capacity to prioritise work and meet targets and deadlines across a diverse portfolio of activity	✓	
Ability to inspire, influence and motivate to get the most from a wide range of teams and individuals	✓	
Excellent interpersonal and communication skills, with the ability to deal with people at all levels confidently, sensitively and diplomatically	✓	
Enthusiastic and self-motivated with tenacious approach to problem-solving and taking the initiative to achieve goals	✓	
Experience of facilities or estates management (not necessarily in a school environment)	✓	
Strong understanding of Health and Safety legislation and practical requirements, including risk assessments and mitigation	✓	
Experience of project management, including construction or refurbishment of buildings, with associated budget responsibilities		✓
Well-founded IT Skills across common MS Office programmes	✓	
Previous experience of working in a school environment		✓

All staff at the school have responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact, and to adhere to and ensure compliance with the School's Safeguarding Policies at all times. All offers of employment are subject to an Enhanced DBS check, references and, where applicable, a prohibition from teaching check will be completed for all applicants.

In accordance with the Health and Safety at Work Act 1974 all employees have a duty to look after their own and others' health and safety. As a provider of employment and education, we value the diversity of our staff and pupils. We are committed to providing a fair, equitable and mutually supportive learning and working environment for our pupils and staff.

APPLICATION PROCESS

- To apply for this job, please visit www.johnlyon.org/vacancies
- Please send your completed application form and CV to recruitment.support@johnlyon.org
- Applications close on Friday 9 December 2022
- Longlisting and telephone interviews in week commencing Monday 12 December 2022
- Shortlisting and final interviews on Monday 19 or Tuesday 20 December 2022
- Role to start from Wednesday 4 January 2023 (or as soon as possible after DBS received)

STAFF BENEFITS



Competitive salary for a senior role, dependent on skills and experience



Generous pension scheme



Use of the School's Sports Centre
(including swimming pool)



Commitment to professional development



Discount membership to Harrow School's Golf Club



Fees remission for children of staff



Complimentary lunch during term-time



Cycle to Work Scheme



John Lyon School (our senior school)
Middle Road, Harrow-on-the-Hill, HA2 0HN
020 8515 9474

Quanton Hall School (our prep school)
Hindes Road, Harrow, HA1 1RX
020 8861 8861

recruitment.support@johnlyon.org
www.johnlyon.org

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