OCTAVIA HOUSE
Sector-Leading Therapeutic Schools

JOB DESCRIPTION
OPERATIONS COORDINATOR

JOB ROLE	OPERATIONS COORDINATOR
PEOPLE MANAGER	OPERATIONS PARTNER
LOCATION	EDINBURGH HOUSE & ACROSS ALL OHS SITES

- This job description should be considered as guidance and is not exhaustive.
- It may be amended at any time following discussion between the People Manager and colleague and may be reviewed as part of the performance review process.
- The postholder may be required to undertake other duties as reasonably required by their People Manager or any member of the leadership team.
- All posts are subject to Enhanced DBS checks in addition to a range of other vetting checks as per the latest statutory safeguarding guidance.

OVERVIEW

The Operations Coordinator provides practical administrative and IT support to the Operations Partner and Chief Operating Officer (COO) across OHS. The role suits someone who is confident using everyday IT, keeps information organised and reliably follows tasks through to completion.

The postholder will maintain trackers and records, arrange visits and training, chase outstanding actions and prepare clear updates across school operations, estates, projects, IT, data protection and environmental, social and governance (ESG) work. Training and guidance will be provided on OHS systems and compliance processes. The Operations Partner and relevant specialists provide direction and make technical and compliance decisions.

KEY RESPONSIBILITIES

Estate Management & Compliance

- Maintain the planned preventative maintenance (PPM) tracker, book approved servicing and chase visits, overdue work and certificates with the Facilities Team.
- Keep site files, risk assessments, audit records and policies organised; flag missing records and approaching review dates.
- Log and follow up FaultFixers jobs, check progress with the Facilities Team and prepare a short weekly summary.
- Arrange contractor visits and site access, maintain local supplier lists and collect the required paperwork.
- Support cleaning, pest control, waste and recycling administration by recording requests and following up with providers.
- Book health and safety training, send reminders and maintain completion and renewal records.
- Gather quotes, raise approved orders and update spending trackers, referring costs and approvals to the Operations Partner.
- Promptly flag safety concerns and urgent premises issues to the Operations Partner or Facilities Manager.

Capital Projects & New Developments

- Arrange project meetings, record actions and chase information from colleagues, contractors and consultants.
- Update project and mobilisation trackers, organise drawings and handover documents, and follow up snagging actions.
- Support new site planning and internal improvements by gathering requirements, comparing quotes and coordinating approved equipment orders, deliveries and maintenance schedules.

School Operations

- Collate documents for DfE applications, audits and inspections, and keep evidence folders and agreed risk register updates current.
- Help collect and check school data, update spreadsheets and dashboards, and prepare draft Board, Leadership Team and mobilisation reports for review.
- Maintain operational action lists, arrange meetings and site visits, and chase agreed tasks.
- Support routine administration, including minibus and parking records, expenses, equipment orders and caretaker induction, training and review paperwork.
- Collect environmental, social and governance (ESG) information, including energy use and recycling data, and update agreed trackers.
- Coordinate policy updates and routine equipment checks with relevant colleagues, recording completion and following up outstanding actions.

Information Technology (Cyber, Infrastructure & Data Protection)

- Log and follow up issues involving devices, networks, Wi-Fi and telephony with the IT provider, keeping colleagues informed.
- Maintain IT asset records, including allocation, warranties, software licences and renewals, and coordinate approved equipment and account requests.
- Arrange IT visits and agreed upgrade and backup checks; record outcomes and follow up actions with the provider.
- Help colleagues use everyday IT systems and prepare simple guidance on common tasks.
- Coordinate cyber security and new starter training, maintain records and promptly report suspected incidents through agreed procedures.
- Organise data protection records and support subject access requests and reported incidents by logging deadlines and collating information for the relevant leads.
- Handle confidential information carefully and follow agreed procedures for storing, sharing, retaining and disposing of records.

OHS BEHAVIOURS

We expect all OHS colleagues to demonstrate the following behaviours at all times towards pupils, colleagues and families: accountable, adaptable, collaborative, communication, creative, empathetic, proactive, resilient.

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PERSON SPECIFICATION
OPERATIONS COORDINATOR

SKILLS, TRAITS, KNOWLEDGE & UNDERSTANDING

- Confident IT skills, including spreadsheets, word processing, presentations, email, calendars and shared folders.
- Able to sort and filter information, use straightforward spreadsheet formulas and produce clear tables and charts.
- Highly organised, with a reliable approach to action lists, deadlines, bookings and follow-up.
- Accurate and attentive to detail when checking records, updating trackers and preparing documents.
- Clear written and verbal communication, including polite and persistent follow-up with colleagues and suppliers.
- Able to learn new systems, follow agreed processes and suggest practical improvements.
- Uses initiative on routine tasks and knows when to seek guidance or flag a concern.
- Approachable, calm and able to work constructively with colleagues across several sites.
- Discreet and trustworthy when handling confidential pupil, colleague and organisational information.

QUALIFICATIONS, TRAINING & EXPERIENCE

- Practical experience keeping digital records, shared folders and administrative systems organised.
- Able to balance several tasks and keep others informed when priorities or deadlines change.
- Comfortable arranging meetings, recording actions, chasing responses and preparing short progress updates.
- Able to handle enquiries professionally and build positive working relationships.
- Willing to learn school operations and compliance processes through training and guidance.
- Commitment to safeguarding, inclusion and treating pupils, families and colleagues with respect.
- Relevant administration, IT, or estates, or experience in a school or an organisation with several locations (desirable).