TKAT
Achieving More Together

JOB DESCRIPTION

Job Title:	Interim Regional Operations Manager
Location:	Multiple sites across the region, opportunity for hybrid working. To be dependent on business requirements at the time.
Reporting To:	Interim Senior Regional Business Manager / Senior Regional Business Manager
Key Internal Relationships:	Headteachers at each academy; Chair of Governors and Governing Body at each academy; Senior Regional Business Manager, Regional Primary Business Manager, Regional Premises Manager, Kemnal Finance and Procurement team, Kemnal Estates Team, SLT, Teaching and Support Staff, Trust HQ, other Kemnal academies.

Our Commitment

Be Who You Are at The Kemnal - This Job Description represents the role as we see it in its entirety. We do not expect candidates to have in-depth experience of every element on the application, but we do expect to provide you with the support and flexibility you need to get there and to enable you to do it your way. We want to demonstrate to our children and young people what a good, inclusive employer looks like in order to inspire them to be whoever they want to be.

Safeguarding - The Kemnal is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Offers of employment will be subject to the full Safer Recruitment process, including an enhanced disclosure and barring service check.

Equal Opportunities - The Kemnal is committed to equality of opportunity. We welcome applications from all suitable candidates, regardless of any protected characteristic, for example, race, gender, sexual orientation, disability or age. All applications are treated on merit. This includes applications from individuals wishing to work full-time, part-time or on a flexible basis.

Job Purpose

The Regional Operations Manager supports the Senior Regional Business Manager, overseeing all operational and organisational processes within the region and maintaining confidentiality at all times. The Regional Operations Manager will act as a bridge between the central trust team and individual academies' offices, stabilise operations, drive consistency, and deliver key business projects and day-to-day operations under the guidance of the Senior Regional Business Manager. They assist with all the planning and development of support services for the region. They are a crucial link between the central teams and individual academies, ensuring efficient operational workflow. The Regional Operations Manager will manage a diverse portfolio of responsibilities to ensure that academies remain compliant with Trust policies and statutory requirements. They will act as a point of contact between the academies in the region and the stakeholders, and will be an ambassador for the academies and the Trust, embodying the academies' values, vision, and ethos in all interactions.

The Regional Operations Manager will:

- Project a professional image of the Trust and academies at all times. Work in line with the academies' ethos and the Trust's vision.
- Ensure the strategic and operational management, organisation and development of non-teaching academy functions are compliant and effective for all academies in the region.
- Be responsible for ensuring equality of opportunity for all in the academies and trust.
- Take responsibility for promoting and safeguarding the welfare of children within the academies and trust.
- The Regional Operations Manager will form a key part of the shared-service model supporting a number of academies.

Duties and Responsibilities
HR, Recruitment & Payroll Support • Support safer recruitment processes, administration of local staff onboarding/offboarding, and maintenance of the Single Central Record (SCR). • Manage local absence monitoring, return-to-work administration, and workforce data returns in coordination with the central People and Payroll teams. • Mentor, guide, and support front-office administrative teams to ensure a high standard of customer service and administrative efficiency. Develop key objectives centred around accountability and responsibility. • Manage and maintain accurate staff records in the MIS and HR systems, as well as in online HR records. Proactively oversee and audit all academy employee lifecycle data. • Manage and support staff with payroll queries. Work with the Trust's Payroll & Pensions team to ensure that the academies' payroll is processed accurately and on time. • Manage referrals to Occupational Health and ill health with the Trust's People, Payroll & Pensions team. • Provision of reference for the Headteachers in the academies. • Support the academies/Trust in recording and delivering induction processes including safeguarding training, Code of Conduct and other relevant People policies and procedures.
Compliance & Statutory Governance • Oversee and conduct termly safeguarding and SCR audits with the academies' Headteachers and Directors. • Support the Regional Primary Business Manager in submitting the LA and DFE returns. • Ensure that secure record archiving aligns with statutory The Kemnal retention periods and data protection law, ensuring information security and confidentiality at all times. • Key contact for the Kemnal Data and Security teams.
Local Financial Operations • Assist local academies leaders and the central finance team with budget monitoring, tracking expenditure, ordering, and routine financial administration. • Manage and assist with local purchasing where required. Support academies with local procurement processes below tender thresholds, ensuring compliance with the Trust's Financial Regulations and achieving strict value for money. • Oversee and monitor local service level agreements (SLAs) and contracts (e.g., catering, cleaning, grounds maintenance) • Production of reports. • Work with the Trust to seek out and utilise sources of income generation, including capital funding, grant applications & other sources of income or donations to the academies. • Working with the central team to resolve academies-based enquiries.
Training & General Administration • Oversee full staff training and manage external staff training. • Manage academies' trips to ensure they meet the Trust's financial and safeguarding requirements. • Liaise with internal and external audit inspectors before, during, and after inspections, including acting upon, preparing, and feeding back to the Headteachers, and responding to any points of action.

- Emergency Procedures Policy / Business Continuity Plan for each academy to ensure they remain relevant and up to date.
- Contract management/record keeping.
- To carry out timely performance management for line-managed or jointly managed staff, ensuring that PDR targets are set and of a standard commensurate to the role. Ensure they are completing this for their teams.

Estates, Facilities, and Health & Safety

- Work alongside the Regional Premises Manager, regional site teams, and the Trust's central estates function to ensure academies buildings, grounds, and play areas are safe, well-maintained, and fully compliant.
- Support the Regional Business Manager in leading on matters relating to the premises development plan and asset management.
- Work alongside the Regional Premises Manager to ensure routine health and safety checks, risk assessments, fire drills, and statutory testing records in line with national guidance. Good estate management for academies.
- Coordinate logistics and contractor management for minor site works or premises improvements across the cluster.

Professional development

- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the academies and region.
- Take part in the region's appraisal procedures.

Safeguarding

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent) and our safeguarding and child protection policies.
- Be alert when persistent absence becomes a safeguarding concern, and early help may be required.
- Promote the safeguarding of all pupils in the academies.

Other areas of responsibilities

All employees are expected to:

- Actively promote and follow academies and The Kemnal policies and procedures.
- Uphold, support and demonstrate The Kemnal vision, purpose and values.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the Regional Operations Manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Senior Regional Business Manager or line manager. This job description may be amended at any time in consultation with the postholder.

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PERSON SPECIFICATION

Selection Criteria	Essential (E) or Desirable (D)	Assessed By
Qualifications, Training and CPD:		
GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths.	E	Application
Educated to degree level or equivalent relevant experience in a similar role	E	Application
Experience:		
Experience working in a school/academies environment or other educational setting. Experience working successfully and collaborating with colleagues. The ability to work independently.	E	Application & Interview
Attention to detail, with an ability to identify errors and raise/solve them.	D	Application & Interview
Experience in performing administrative tasks and a good working knowledge of HR administration principles.	E	Application & Interview
To have the ability to work confidentially with a good knowledge of GDPR.	E	Application & Interview
Knowledge, Skills and Attributes:		
The proven ability to lead a team and effectively manage staff and resources within an organisation of comparable complexity.	E	Application & Interview
Ability to plan, organise, and demonstrate organisational skills under pressure, and to prioritise to meet deadlines.	E	Application & Interview
Ability to use own initiative and take action accordingly.	E	Application & Interview
Ability to create good relationships with children, staff, parents and external agencies.	E	Application & Interview
Good time management skills, proactive and self-motivated.	E	Application & Interview
Commitment to upholding and promoting the ethos and values of the school and trust.	E	Application & Interview
Ability to work under pressure and prioritise effectively.Experience of working effectively and confidently within a changing business environment.	E	Application & Interview
Understanding and commitment to safeguarding, including Child Protection, Equal Opportunities, Health & Safety and inclusion.	E	Application & Interview

Experience with ICT, especially Google Suite and/or MS Office. Familiarity with accounting software and school management information systems (MIS).	E	Application & Interview