



**OXFORD  
International  
College**

A NORD ANGLIA EDUCATION SCHOOL

## **JOB DESCRIPTION**

### **OFFICE & OPERATIONS MANAGER**

#### **(OVERSEEING BUSINESS SUPPORT AND OFFICE OPERATIONS)**

<b>JOB ELEMENT</b>	<b>DETAIL</b>
<b>About us:</b>	<p>We teach GCSE and A-levels to extremely ambitious students, mostly from overseas. We are a growing college, looking for professional and ambitious people, with a passion for providing an excellent service to our students and staff.</p> <p>We are looking for an enthusiastic, organised and personable Office &amp; Operations Manager to manage our team of Business Support Receptionists (5 – 10 people - some full-time and some part time workers) and to ensure that our three teaching buildings are smoothly managed.</p>
<b>Job Title:</b>	Office & Operations Manager
<b>Reporting to:</b>	Principal and Managing Director
<b>Working with:</b>	<b>Staff:</b> <ul style="list-style-type: none"><li>- The Business Support / Reception Team in both teaching buildings.</li><li>- The Principal of the College.</li><li>- The Maintenance Assistant.</li><li>- The Facilities and Estates Manager.</li><li>- The IT Manager.</li></ul>
<b>Start Date:</b>	Mid-September 2022
<b>Department/Location:</b>	Oxford International College @ <ul style="list-style-type: none"><li>• Alfred Street (off the main High Street) – Mondays, Wednesdays and Fridays</li><li>• St Clements Building in London Place - Tuesdays</li><li>• Threeways House in Gloucester Green - Thursdays</li></ul>
<b>The Opportunity:</b>	We can offer you an opportunity to work in a busy and friendly environment in a role that

	<p>literally puts you at the centre of everything we do. We provide excellent training and development opportunities within the College.</p> <p>At Oxford International College we are all passionate about helping our students to reach their full potential and creating an experience that is both interesting and fulfilling. As such, the environment is stimulating and supportive and the person in this role would be integral to creating the right atmosphere and ensuring the smooth running of the college.</p>
<p><b>Nature and Scope of the role:</b></p>	<p>The successful candidate will be organised, personable, an excellent team player and a great communicator. Their duties will include managing the Reception/Business Support team and, in particular, overseeing their working rota and daily duties. This role will include managing the Reception budget, organising staff training, overseeing the workload and how it's distributed amongst the team, writing and updating a reception handbook, dealing with queries and requests from Business Support staff, managing the Business Support holiday rota, lunch breaks and sickness. In addition, this person will work closely with the Principal and the Head of IT to ensure that the correct systems and procedures are in place for all staff and that all three teaching buildings are well equipped with stationery, kitchen provisions, etc.</p>
<p><b>Main Responsibilities:</b></p>	<p>The main responsibilities in this role are to:</p> <ul style="list-style-type: none"> <li>- Manage a Business Support Team of between five and ten receptionists.</li> <li>- Ensure that reception in all three teaching buildings is run in a professional and systematic way.</li> <li>- Ensure that reception staff are utilised, supported and developed wisely and that each reception area is operating smoothly.</li> <li>- When and where required, to perform reception duties when covering one of the team. This involves meeting and greeting visitors, answering student queries, attending to the telephone and taking messages.</li> <li>- Keep an inventory of all office and staff kitchen supplies and place orders as necessary.</li> <li>- Keep an inventory of staff mobile phone accounts and manage these accounts for staff.</li> <li>- Oversee the distribution and delivery of incoming and outgoing mail.</li> <li>- Assist with office layout planning and office moves.</li> <li>- Manage office and reception budgets.</li> <li>- Identify opportunities for process and office management improvements, and design and implement new systems</li> <li>- Ensure that there is a log for office maintenance and liaise with the Maintenance Assistant to track the progress of forthcoming jobs and those that are underway.</li> <li>- Provide administrative support to different teams within the college.</li> <li>- Run a college calendar for key dates in the year.</li> <li>- Oversee the cleaning rota.</li> <li>- Book meetings, prepare agendas.</li> <li>- Book taxis and training courses.</li> <li>- Work with the Facilities and Estates Manager to ensure the college is up-to-date with compliance for Health and Safety and Fire Drills.</li> <li>- Keep a lot of risk assessments.</li> <li>- Write risk assessments relating to your areas of work.</li> <li>- Work with the IT Manager to assist with training on internal IT systems.</li> <li>- Provide support for internal and external events, including college meetings.</li> <li>- Assist the Principal with upgrading College Policies and Procedures.</li> </ul>

<p><b>Child Protection, Discipline, Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>- To promote and safeguard the welfare of children and young persons for whom you are responsible and with whom you come into contact.</li> <li>- To maintain good order and discipline among the students and safeguard their health and safety both when they are on college premises and when they are engaged in authorised college trips or activities.</li> <li>- To liaise with the designated Child Protection Manager (Mrs Kim Terrar) if a concern arises.</li> <li>- To understand and uphold the Government’s statutory guidelines of ‘Keeping Children Safe in Education’ in accordance with the college’s policies and procedures.</li> </ul>
<p><b>Critical Success Factors</b></p>	<p>The successful candidate will be:</p> <ul style="list-style-type: none"> <li>- Resourceful and organised.</li> <li>- Good at prioritising.</li> <li>- A calm and supportive manager.</li> <li>- A good communicator.</li> <li>- Willing and hard working.</li> </ul>
<p><b>Guiding Principles</b></p>	<p>All members of staff are expected to uphold and contribute to the College’s guiding principle and ethos:</p> <ul style="list-style-type: none"> <li>• Our actions and words reflect integrity, positivity, respect &amp; compassion, and a strong sense of service to others.</li> <li>• We will support our students’ individual educational needs and goals, securing the best opportunities and outcomes.</li> <li>• The College will be an inspiring place to be, with motivated staff, stimulating and relevant courses, and excellent facilities.</li> </ul>
<p><b>Hours of work</b></p>	<p>This role is full-time for 40 hours per week – how these hours are worked can be discussed and agreed at a final interview. The college is open from 8.00 am to 9.00 pm so some evening hours can be worked where this makes sense for both the college and the candidate.</p>
<p><b>Applications</b></p>	<p>To apply, please complete an application form and return it to <a href="mailto:recruitment@oxcoll.com">recruitment@oxcoll.com</a> together with a copy of your CV and a covering letter explaining a little about you and why you feel the role is right for you.</p>
<p><i>The College is committed to equality and diversity and to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment.</i></p> <p><i>Applicants for any of the positions available at the College must be willing to undergo a number of safeguarding checks including an enhanced Disclosure and Barring Service check, reference checks with previous employers and, where applicable, a Barred List, Prohibition, overseas and EEA checks.</i></p>	