

## **Job Description**

**Job title: Centre Operations Co-ordinator**

### **Job Summary:**

Under the direction of the Operations Manager, the post holder will be responsible for ensuring the smooth running of the back-office functions at their College centre(s).

To develop positive internal and external relationships to enable this.

To co-ordinate internal and external communications in relation to allocation of staffing, rooms and other facilities in order to ensure the smooth running of programmes within the college buildings and satellite bases.

The Centre Operations Co-ordinator will embrace the College core principles to ensure an inclusive and positive environment for our learners and staff.

### **Reporting Relationship:**

The post holder will be line managed by the Operations Manager

### **Functional links:**

The Centre Operations Co-ordinator will be expected to work in collaboration with internal and external stakeholders to maintain strong professional links, including:

- Staff members
- Staff employment agencies
- Assessments and Placements Team
- Suppliers/service providers
- OHCAT Shared Services e.g. Procurement, Finance, HR, IT, Facilities

### **DUTIES AND RESPONSIBILITIES:**

The post holder will be required on site at to take calls from staff at 8am,

1. Using the MIS system and timetables to allocate staff to classes on a daily and weekly basis, taking into account student ratios and staff absences for training, assessments and sickness.
2. Update and monitor College timetables including for classroom use, minibus, and staffroom cleaning
3. Liaise with Admissions team to establish the Student Applicants for assessment bookings to be made with Lecturers, make the arrangements and ensure they take

place and all necessary documentation is completed and shared with Assessments Team.

4. timetable and make bookings/appointments for Student Assessments for the Region.
5. Responsible for sourcing and allocating staff and agency staff in line with the daily/weekly curriculum timetable, enrichment programme and holiday programme.
6. Oversee the induction process for all new members of staff in accordance with OHCATs induction policy and to maintain associated records, book meeting dates with the line manager, monitor to ensure that meetings have taken place.
7. Liaise with employment agencies to ensure compliance forms are received for agency staff and updated on the SCR ensuring SCR is up to date and accurate on a daily basis.
8. Liaise with OHCAT Central HR regarding pre-employment checks including right to work documentation.
9. Administration of the recruitment process within their College centre to include booking in staff to the interview panel.
10. Support the process for DBS renewals in conjunction with central HR department.
11. Monitor all mandatory training, including online Educare training, to ensure it is completed annually (or as required).
12. Oversee the absence tracking procedure for their College sites (and satellites), ensuring that the OHCAT Managing Sickness Absence Policy and Procedure is adhered to, triggers for absence are responded to appropriately and associated records are kept updated.
13. To assist with the planning and booking of students' residential trips and the students' social calendar for their College.
14. Overseeing the updating of the Contracts Register for items outside of Facilities and ICT.
15. Overseeing contractual arrangements (outside of Facilities and ICT) and quality where necessary.
16. Tagging and logging assets on Parago system and logging GRN (goods received notes) (outside of Therapy, ICT and Facilities), including logging of disposal of assets.

17. Support with general administrative duties as directed by the Operations Manager or Senior Leadership Team.
18. Oversee the probation tracking procedure for their College sites (and satellites) and ensure all probationary periods are suitably diarised and that confirmation letters are produced once probationary reviews have been undertaken by line managers.
19. Monitor H&S system to ensure that all tickets are properly allocated and responded to in an appropriate timescale. Monitor open tickets and liaise with Head of Learning Centre to enable a speedy resolution and closure.
20. To monitor and oversee the MPV process for their College sites (and satellites) ensuring that DVLA checks are carried out every 6 months and recorded appropriately. Liaise with Centre Admins to store and record weekly journey information and vehicle checklists.
21. To monitor exception reports for their College e.g. unmarked registers and open behaviour tickets.
22. To manage the GDPR Sentry system for staff users and leavers at their College. Monitoring that the GDPR training has been completed.
23. To monitor and oversee the complaints process for their College site ensuring complaints are responded to appropriately and within deadlines.
24. To undertake quality checks on the ILPs and ensure they are completed within deadlines.
25. To support with student bursary applications by ensuring all students requiring bursary within their College are able to complete the application form, (with assistance if required) to access this fund.
26. To attend meetings as required, document actions arising from meetings attended by Principal, Management Team and self. Prepare, take, type and circulate minutes and record information and action points.
27. To co-ordinate and collate the appropriate requested information required prior to meetings.
28. To help plan and co-ordinate student and staff well-being calendars and events.
29. To be the main point of contact for staff at their College sites (and satellites) in relation to issues arising from logged helpdesk tickets. To monitor and escalate (where necessary) helpdesk tickets for IT, MIS, and Estates.

30. Liaise with estates team and site supervisors to keep them informed of any training, student programs or staff attendance during holidays which may impact upkeep or improvements.
31. Deal with enquiries relating to matters connected with the day to day running of the College, including liaising with other College sites.
32. Maintain an insight into centre finances to include the management of invoices and purchase orders, maintaining expenditure records, cash flow projections and financial forecasts and analysing financial data as required.
33. Maintain information in a confidential manner, following GDPR regulations.
34. To undertake regular Centre GDPR audits to ensure compliance and record the results of these audits.
35. To be willing and able to travel and work across College sites as required.
36. To maintain a streamlined presentation of the building in collaboration with facilities and reception staff, in keeping with the College ethos.
37. To undertake Continuing Professional Development (CPD) and training to continually update own skills and knowledge and to complete all OHCAT mandatory training as required.
38. To carry out all duties in accordance with College and OHCAT policies, including the Equality and Diversity Policy, Safeguarding policies and Health and Safety Policy.
39. To carry out other such similar duties that may reasonably be required by the Operations Manager and Senior Leadership Team.

**PERSON SPECIFICATION**

**Operations Manager**

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form. If you are selected for interview you may be asked to undertake practical tests to cover the skills and abilities shown below.

D = desirable attribute E = essential attribute

<b>Education</b>	
At least 5 GCSEs or equivalent qualification or experience in relevant discipline	E
Good numeracy/literacy skills	E
<b>Experience and Knowledge</b>	
Ability to plan, organise and manage a complex workload with tight deadlines	E
Experience of co-ordinating, monitoring and evaluating deployment of staff and resources	E
Experience working in an educational establishment	D
Proficient using Microsoft packages including Word, Outlook, PowerPoint and Excel Databases to compile data, produce reports and letters	E
<b>Skills and Abilities</b>	
Good communication skills (both oral and written)	E
Ability to prioritise and manage workload whilst maintaining a flexible approach to respond to urgent requests	E
Minute taking and the preparation of reports.	E
Strong IT skills with the ability to learn new systems quickly	E
Strong problem solving skills	E
Ability to work as part of a team, adaptable and supportive of colleagues	E
A commitment to safeguarding and promoting the welfare of vulnerable adults	E
Exceptional organisational and interpersonal skills	E
Enthusiastic, focussed, reliable, flexible and resilient	E
Ability to relate well to young people and families	E
Ability to manage time and workload effectively	E