



South Hampstead

High School

GDST

JOB APPLICATION INFORMATION

Operations Manager

FROM JANUARY OR FEBRUARY 2022
FULL TIME, ALL YEAR ROUND



South Hampstead High School – an independent day school of 900+ pupils, including approximately 265 girls in the Junior School and over 140 in the Sixth Form – welcomes girls aged 4 to 18 from across London. It is a very popular school and entry is competitive at all ages. Established in 1876, it is one of 25 schools and academies belonging to the Girls' Day School Trust. Located in leafy Hampstead, with the buzz of central London's cultural life close at hand, the school is very well served by public transport and there are excellent local amenities nearby.

Excellent academic results place us comfortably amongst the country's top schools, and our pupils leave us for some of the most prestigious universities in the country and worldwide – but there is so much more to an education here than the girls' headline achievements. Pupils go on to become prize-winning authors, ground-breaking scientists, passionate campaigners, successful entrepreneurs, distinguished lawyers and trailblazing creatives.

Working at South Hampstead is stimulating, challenging and fun. Pupils are intelligent and inquisitive, energetic and engaging. We offer competitive salaries, generous employee benefits – including opportunities for sabbaticals – and a warm, supportive environment. There is a strong emphasis on Continuous Professional Development and on supporting teachers to engage with leading education research.

THE GIRLS' DAY SCHOOL TRUST

South Hampstead High School was the ninth school to be established by the Girls' Day School Trust (GDST) in 1876.

Today, the GDST is the leading network of independent girls' schools in the UK.

Since its foundation in 1872, the GDST has been at the forefront of education for girls and a strong voice in promoting opportunities for young women. Through the Alumnae Network, this continues after the girls leave school.



“When I first stepped through the doors here, I knew that it was a very special place to be – the wonderful atmosphere, dedicated staff and energetic girls, who are such a pleasure to teach.”

— South Hampstead Teacher

AIMS & ETHOS

At South Hampstead we believe that education should be a truly enriching experience. We believe in the power of knowledge as a tool for thought and creative endeavour, and a source of lifelong inspiration and curiosity.

In and out of the classroom, we want our pupils to explore the big questions; debate and discussion lie at the very heart of a South Hampstead education. We aim to create abundant opportunities for creative output and to encourage pupils to take risks. In our teaching, we do what we know works and put research and reflection at the heart of our professional development. Teaching is a noble profession and our staff are central to our success.

We aim to provide outstanding breadth of opportunity in our curricular and co-curricular programme and to open our pupils' minds to a myriad of possibilities. We believe that involvement in school life is a key factor in our pupils' happiness. But it's not just about taking part; we aim to instil in pupils a sense of purpose, pride and determination and the belief that they can compete on the biggest of stages.

We aim to create a warm, tolerant and kind community where girls can be themselves and make friends for life. We want them to play their part in our community and in the community beyond South Hampstead. The 21st century is a time of unique opportunities and challenges; we have a critical role to play in preparing our young women to live and thrive, work and lead in tomorrow's world.

TEACHING & LEARNING APPROACH

South Hampstead follows a curriculum that equips each girl with the means to develop her intellectual abilities as well as her personal and social values. Students are able to explore a deep and expansive body of knowledge, and to discover their strengths and interests via a broad, balanced range of academic, cultural and aesthetic subjects.

Pupils are intelligent, inquisitive, confident, energetic and talented. The programme of work helps to ensure that each girl is thoroughly prepared for the next stage in her life, whether it is transition into the Senior School, higher education or adulthood.

South Hampstead students love to learn. The store we set by the power of ideas is evident in the quality of the conversation, both inside and outside the classroom.

Our teaching is known for its rigour and its passion. In-depth subject knowledge and expertise are givens for all our teachers, but equally important is an innate ability to inspire the very best from each student, both as scholars and as individuals. With a colourful mosaic of enrichment opportunities available – academic societies, national competitions, leadership roles, independent learning projects, incredible speakers and exciting trips – every girl has the freedom to direct her learning and to flourish. Our ambition each year is that our pupils leave us as assured, adaptable, inspired individuals, ready to make their mark on the world and lead happy, successful lives.



“Throughout the school, pupils are highly motivated, articulate and have strongly developed skills for learning... they are self-aware, reflective and show initiative.”

— ISI Report

BEYOND THE CLASSROOM

We are proud to be a busy, buzzy school with a lot going on. Each week there are well over 100 co-curricular activities for the girls to get involved in, before, during and after school. Regular guest speakers, a comprehensive enrichment programme, local and international trips, leadership opportunities and charitable endeavours combine to provide an exceptional range of experiences beyond the classroom.

South Hampstead has a well-established reputation in the creative arts. We welcome writers, poets and artists in residence and put on ambitious concerts and performances. Speaking up and speaking out is encouraged from the earliest years: we have an in-house debating coach and a strong track record in a range of public speaking competitions.

In sport, girls have the opportunity to participate in a wide range of activities, both as part of a team and as an individual – there are over 65 sporting clubs and teams to join, with state-of-the-art facilities both on site and at our nearby 4-acre sports ground. Our aim is to cultivate a positive attitude towards recreational and competitive sport, developing the skills and team spirit needed for a lifetime enjoyment of sport.

PASTORAL CARE

Our school is lit up by the attributes that matter most here – thoughtfulness, open-heartedness, respect, courage and honesty.

At South Hampstead we aim to encourage every girl to discover her own aspirations and to run her own race with regards to her progress and achievements. Under our unique co-tutor system, no form tutor is responsible for more than 12 pupils throughout the Senior School. They make sure every girl is thriving: supported, making good progress and feeling fully involved in school life.

Mistakes are learned from and successes are shared: each girl is encouraged to consider how she engages with feedback and to communicate her own strengths. There's plenty of experience on hand from older pupils: buddies and peer mentors provide a friendly face and practical advice, and a fun programme of intra-house activities regularly mixes the year groups, creating a real sense of togetherness and community.

Our programme of PSHE (Personal, Social and Health Education) prepares girls to go out into the world with confidence, inner strength and high self-esteem, ready to face challenges. There are also regular evening talks for parents, often reflecting the topics taught in class and as well as other issues on the minds of parents. We have a full-time nurse and counselling provision – it's completely normal for girls to sign up for sessions on any issue they like, completely free from any stigma. We understand how to educate girls, setting the feminist agenda and guiding well-rounded, well-grounded individuals to be the female leaders of the future.

THE CURRICULUM

In the Junior School, girls are taught a range of fundamental movement skills. At Key Stage 2 the girls learn Netball, Dance, Football, Gymnastics, Cricket and Athletics. In EYFS and KS1 the focus is on developing fundamental movement skills, activities include basic skills in: netball, football, gymnastics, dance, tennis and athletics. There is also a large number of sports clubs offered to the Junior School pupils, which take place before and after school. We have an extensive senior school sports coaching programme, which creates a link with junior clubs.

In Years 7 to 9, the girls have one triple and one single PE lesson per week. The curriculum encompasses many sports including Netball, Football, Gymnastics, Dance, Cross Country, Badminton, Basketball, Cricket and Athletics. In Years 10 and 11, the girls have two double lessons per week, which includes one fitness and one games lesson. In the Sixth Form, the girls have one double lesson per week in which they opt to choose their preferred activity. The range of activities is extended to include: spinning, yoga, fitness suite, trampolining, British Military Fitness, pilates and netball. Pupils are encouraged to widen their experiences and take part in a varied programme, in some cases, with specialist coaches to deliver these courses.

BEYOND THE CURRICULUM

We have a great tradition of high achievement in the creative arts. Whether in Music, Drama, Art or Design and Technology, our girls are successful both in school and outside. There are many opportunities for them to perform and to exhibit their creative work throughout the school.

Music is at the very heart of school life, with a variety of major events each year and a host of smaller-scale concerts involving our many choirs, bands, ensembles and orchestras. It is our aim that every girl who comes to South Hampstead High School, regardless of her experience, accomplishment and aspirations, will have the opportunity, and every encouragement, to flourish as a musician.

Drama is packed with opportunities for all students to be involved both on stage and behind the scenes. There are many productions each year in both the Junior and Senior School, in which girls are encouraged to take an active part. We also participate in the annual Shakespeare Schools Festival and offer a wide variety of House Drama events, film making opportunities and master class workshops with external practitioners.

In Art, girls are encouraged to experiment and take risks while working within a fine arts framework. Students work with a range of media including textiles and sculpture. They also acquire skills in areas such as photography, filmmaking and animation.

Design and Technology is varied and very hands-on. Our older girls are regular award-winners in a number of competitions such as Young Inventor of the Year, Young Designer of the Year and Young Engineer of the Year.

Evidence of the talent we have here is displayed all around the school – paintings, sketches, photographs, sculptures and design projects that were created by our students are always on view.

In Sport, girls have the opportunity to participate in a wide range of activities, both as part of a team and as an individual, during regular lessons at our four-acre sports ground and in the gymnasium, or as part of our co-curricular programme. We currently offer a total of 20 different sports and in excess of 60 sporting clubs across the Junior and Senior Schools. There are regular overseas sport and music tours and overseas expeditions, as well as the more usual school visits at home and abroad. In the Senior School, girls typically spend three hours a week in Sport; in the Junior School, at least two hours. Specialist coaches work with the girls on occasion, and there is a Going for Gold programme for our most talented sportswomen.

The 4 acres of playing fields, squash courts and dance studio are some 10 minutes' walk away. Our aim is to cultivate a positive attitude towards recreational and competitive sport, developing the skills and team spirit needed for a lifetime enjoyment of sport.

CO-CURRICULAR

The PE Department runs a full and varied co-curricular programme, which promotes sporting opportunity and challenges each individual to achieve their potential in sport. Clubs take place before and after school and during the lunch break. Fixtures (for Years 4 to Sixth Form) take place regularly against local schools in Netball, Gymnastics, Football, Tennis, Athletics, Cross Country, Dance and Cricket. We often participate in Saturday tournaments in netball. We regularly enter teams into Girls' Day School Trust (GDST) rallies, Middlesex County tournaments, the London Youth Games and Borough championships. We currently have students representing their county or even nationally in a number of sports, supported by our Going for Gold programme. The Gym and Dance Shows, for both the Junior and Senior School pupils, are an annual highlight.

The Role

We are seeking to appoint a highly-organised individual to help deliver the school's aims and objectives by ensuring the provision of a clean, welcoming and pleasant environment for staff, students and visitors which supports teaching and learning.

They will be instrumental in planning events, managing lets and participating in the smooth day to day running of the School. They will be expected to take an keen and active interest in the appearance of the school and should expect to be spend a significant amount of their time about the school.

This role reports to the Director of Finance and Operations.

Responsible for:

The three Reception staff at the Senior School and an evening Security Guard.

The Cleaning contract which is currently contracted to Zing.

Start date January or February 2022.

Specific Accountabilities

All accountabilities relate to both school sites.

SITE SECURITY AND RECEPTION

- Manage the function of Reception ensuring that the Reception is fully staffed at all times and visitors receive a welcoming and efficient service.
- Take personal pride in ensuring that the appearance and smooth running of the Senior School Reception and the front of the Senior School are clean and tidy and contribute to a positive image of the school.
- In conjunction with the Data Manager, ensure that the Receptionists undertake all the attendance and registration processes.
- Establish, implement and monitor an effective system to secure premises during and outside school hours, considering evening activities, lettings, and events as detailed in the school calendar.
- Work with the Site Team and IT department to ensure all intruder alarm and surveillance systems are operational, reporting any defects in the system(s). Keep the DFO informed of all incidents concerning false alarms.
- Ensure that the Security Guard, or anyone deputising for him ensures that intruder alarms are set and all points of entry are properly secured outside school hours.
- Arrange and, on occasion, participate in site cover by the Reception and Estates Team in term time and holidays, staffing all school activities and events, including the drawing up of shift and holiday rotas to adequately staff the Senior school between the hours of, typically, 6.45am and 10pm in term time and 6.45am to 7pm in School holidays.
- On rare occasions, when Site or Security Staff are not available, help to open the school at weekends.
- Be on hand to ensure that 'out of hours' situations or emergencies are dealt with in a timely manner and respond as appropriate.
- Act as a key holder.

LOGISTICS AND EVENTS

- Work closely with the PA to the Deputy Heads who manages the School Calendar and, with her help, manage the Room Bookings system.
- Liaise with members of staff managing events to understand the needs of the events and co-ordinating their delivery.
- Organise and produce the weekly logistics diary for the caretakers, ICT, catering, cleaning etc.

- Chair the weekly logistics meeting which plans the co-ordination of rooming, cleaning, catering and IT for school events as per the school calendar.
- Help to plan and manage larger events such as, but not limited to: Open Mornings, Junior School events, FOSH (PTA) events and staff events e.g. Christmas Party

HOUSEKEEPING, CLEANING AND AESTHETICS

- Oversee the provision of cleaning services, ensuring that the premises are cleaned in accordance with the standards and methods set out in the school's cleaning specification.
- Liaise regularly with the cleaning company and carry out periodic and regular reviews of the service.
- Hold at least monthly review meetings with the contract cleaning company.
- Walk the site (Senior and Junior) at least twice weekly reviewing cleaning and tidiness standards.
- Take pride in the appearance of the school, working with the Site and Cleaning Teams to make sure communal spaces are well presented and tidy.
- Liaise with the cleaning supervisor to plan and staff for events and lettings.
- Prior to School/public relation events (e.g. tours by prospective parents, parents' evenings) ensure that the School is checked for tidiness, litter, lost property, etc.

SCHOOL TRANSPORT AND VEHICLES

- Oversee the management of any School vehicles ensuring that all checks and compliance with the School and GDST's policies and guidelines are assured at all times.
- Manage the school's driving resources ensuring all compliance paperwork is up to date and recorded.
- Act as the School's Travel Plan Coordinator and develop, review and update the School's travel plan as required and ensure the travel plans are adhered to at all times
- Work with the DFO to ensure the school transport provision fully meets the school needs and delivers a cost effective solution supporting the schools desire to attract further pupils.

COMPLIANCE AND HEALTH & SAFETY

- Fire Marshall duties (training will be provided)
- As a qualified first aider (training will be provided), render emergency first aid to staff, pupils and visitors.
- Ensure lettings clients are briefed on fire safety and evacuation, the premises are cleaned as required and that the site is secure

LETTINGS

- Manage the letting of all school facilities, under the guidance of the DFO, from referral to hire, including showing prospective hirers the school's facilities, ensuring caretaker cover and providing hirers safety briefings.
- Liaise directly with all hirers, informing them of any changes to the school calendar that would affect availability/unavailability.
- Be the point of contact for all hirers during their hire period. The school has a number of lets throughout School holidays.
- Ensure all lettings are placed in the school calendar.
- Prepare all GDST Enterprise letting agreements and ensure that insurance documents and risk assessments are submitted and clients are invoiced by the Finance Office.
- Discuss fees for any one-off booking (e.g. filming, party) of school facilities with the DFO before accepting the booking.
- Manage all external lettings under the guidance of the DFO.
- Ensure hire agreements are raised, insurance documents and risk assessments are submitted and clients are invoiced by the Finance Office.
- Support the Director of Finance & Operations and Senior Leadership Team in the promotion of school facilities with a view to developing business income.
- Work with the DFO, SLT and Waterlow Hall Manager to market the letting of Waterlow Hall.

COMMUNICATION AND MARKETING

- Build effective relationships and provide a courteous, friendly service to all stakeholders both internal and external. (e.g. pupils, parents, staff, contractors, GDST, Governors, neighbours etc.).
- Ensure that all external lettings are managed effectively to ensure that facilities requirements are identified in advance and a positive image of the school is always portrayed.
- Assist during school functions or lettings as required. Prior to school events (e.g. open days, concerts and tours by visitors) ensure that the school is checked for tidiness, litter etc.

TRAINING & DEVELOPMENT

Regularly review own practice, set personal development targets and take responsibility for own continuous professional development.

SUPPORTING THE WORK OF THE GDST

Develop strong, positive relationships with GDST colleagues, contribute to collaborative work across GDST Schools and support other staff in participating in GDST work, in order to develop and share best practice.

All school staff are expected to:

- Work towards and support the school vision and the current school objectives outlined in the School Development Plan
- Contribute to the school's programme of extra-curricular activities
- Support and contribute to the school's responsibility for safeguarding students
- Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors
- Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues
- Engage actively in the performance review process
- Adhere to policies as set out in the GDST Council Regulations and GDST circulars

REVIEW AND AMENDMENT

This job description should be seen as enabling rather than restrictive and will be subject to regular review.

GENERAL INFORMATION

This role is a full time, all year round position. The hours are 36 hours per week and we offer a generous 30 days' annual leave per annum.

This role gives a salary range of £39,000 to £46,000.

We offer an excellent free lunch during term time.

The School is part of the GDST, the UK's leading network of independent girls' schools. We offer a variety of benefits, such as:

- Competitive salaries and pay progression
- Access to extensive professional development opportunities
- Training grants for qualifications
- Generous pension schemes
- Free life assurance benefit
- Interest free loans for training, computer purchase loans and travel season ticket loans
- A Cycle to Work scheme



- Competitive terms and conditions of employment
- A discount of up to 50% on fees for children at GDST schools

APPLICATION PROCEDURE

To apply please go to the [GDST Recruitment Portal](#) or via the [GDST website](#) and complete the online application.

Closing date is Monday 6th December 9am.

Interviews are likely to take place on Friday 10th December 2021.

It is the post-holder's responsibility to promote and safeguard the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact. You will adhere to and ensure compliance with the school's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the school's Designated Safeguarding Lead (Deputy Head) or to the Headmistress. Candidates should be aware that they will be asked to undergo a DBS check.

SKILLS REQUIRED

Excellent interpersonal skills, particularly the ability to relate to young people, parents, colleagues, contractors and external agencies	Essential
An understanding of the importance of a welcoming, smart school with an excellent Reception function	Essential
Ability to work effectively both in collaboration with other professionals/teams and also on own initiative	Essential
Ability to problem-solve and make decisions	Essential
Ability to manage the workload of others	Essential
Excellent organisational skills, time management, ability to prioritise and organise own workload, ability to work to deadlines	Essential
Strong IT skills, sufficient to maintain records send and receive messages e.g. good working knowledge of Microsoft office Excel, Word, Outlook email (or prepared to train)	Essential
Ability to undertake and write Risk Assessments	Essential

KNOWLEDGE BASE

Knowledge of relevant health and safety requirements	Desirable
Knowledge of security and emergency procedures	Desirable
Understanding of child protection issues	Desirable

QUALIFICATIONS/ATTAINMENT

Full UK Driving Licence	Desirable
MIDAS certificate (can be obtained after joining)	Desirable
In date MIDAS trainer qualification	Desirable
Up to date First Aid at Work Qualification	Desirable

EXPERIENCE

Experience of managing staff	Essential
Experience of planning events	Essential

ATTITUDE/APPROACH

Honesty and integrity	Essential
Professional and approachable attitude	Essential
Willingness to learn new skills	Essential
Self-motivated with a positive 'can do' approach to work	Essential
Reliable	Essential
Well Presented	Essential
Flexible over working hours according to the needs of the school	Essential