



# OPERATIONS MANAGER

Applicant Information Pack

# Welcome from the Headteacher



## Welcome to Ealing Alternative Provision (EAP)

Thank you for your interest in the Operations Manager position at EAP. As the Headteacher, I am incredibly proud of the work we do here and excited that you are considering joining our team during such an exciting time of growth and transformation.

At EAP, our vision is to provide a high-quality, bespoke education within a supportive, reflective, and purposeful learning environment. We are committed to meeting the unique needs of our students and their families, ensuring they feel safe, valued, and empowered to thrive. Through our therapeutic approach, we aim to inspire better life choices and create clear pathways to a safe and successful future.

If you share our values and are a passionate, driven professional with the energy and determination to ensure every student has the opportunity to reach their full potential, we would love to hear from you.

We encourage serious candidates to visit the school or arrange a telephone conversation with us. This will provide a valuable opportunity to fully understand the context of our school and the provision we offer.

We look forward to hearing from you.

**Caroline O'Connor**  
**Headteacher**

# LIFE AT EAP

## Your Future, Our Focus

EAP is a co-educational Alternative Provision (AP) that provides a bespoke educational offer to students aged 11-16 who have either been permanently excluded, have a diagnosed mental health condition and interim provision for students who have yet to be placed in mainstream or have an EHCP. We also provide home tuition to students aged (4-16) who have a physical medical condition which means they are unable to attend school for a period of time.

Our vision is to deliver high-quality education within a supportive, reflective, and purposeful learning environment. We are committed to consistently meeting the unique needs of our students and their families, ensuring they feel safe, valued, and empowered to grow. Through a therapeutic approach, we aim to inspire better life choices and create clear pathways to a happy, successful future.

Our intent is to build positive and trusting relationships with all stakeholders and to re-engage children successfully with their learning. Our values of Respect, Resilience and Responsibility are embedded in all aspects of the work we do providing our students with the tools they need to face the challenges of school life and life in the adult world. We place the individual at the heart of what we offer and EAP prides itself on the bespoke and targeted programmes for students.



## What we offer

- An inspiring school environment, with a highly skilled and supportive team of staff
- A commitment to personal and professional development, with a vast range of CPD opportunities
- Opportunities to expand your professional networks through our collaborative approach
- A supportive Management Committee who work in partnership with the school community
- A package of support for your health and wellbeing (Occupational Health and staff supervision)
- Work life balance: No late night parents' evenings or school events.
- Free lunch during school term time
- Free on-site parking in a secure, gated site
- HCC Cycle to Work scheme

**Job Title:** Operations Manager

**Grade:** 10/11 Dependant on Experience

**Salary:** £44,826 to £51,279

**Contract:** 52 weeks with a generous annual leave allowance to be taken in school holidays

This is a unique and exciting opportunity to work as part of a innovative, forward thinking team, helping to lead an exceptionally successful school and support the growing demands of Alternative Provision offered in Ealing.

We are looking for an experienced and highly effective Operations Manager who has energy, drive, enthusiasm and ambition, to join our dedicated Senior Leadership Team.

Becoming part of the team at EAP will give you the opportunity to make a difference to the education and outcomes of young people in Ealing, and provide you with a vast array of opportunities to pursue your passion for education.

We work collaboratively with local and national schools, alongside external agencies and DfE partnerships.

## What are we looking for?

- Can confidently lead and develop high-performing teams across multiple operational functions.
- Is solutions-focused and collaborative, with the ability to work closely with the Head to deliver the school's strategic priorities.
- Has an understanding of how operational functions underpin outstanding teaching, learning and pupil experience.
- Is eager to make an impact in education and willing to contribute to the wider life of our dynamic school.
- Will become, and advocate for the exemplary ethos and values of EAP in the wider community.

## Main Purpose

The Operations Manager is a senior leader who supports the Headteacher and Senior Leadership Team in the strategic and operational management of the school's business and support functions. The role ensures the effective delivery of human resources, health and safety, site and premises management, school office and administration, compliance and project management.

The postholder enables the school to operate efficiently, safely and professionally, allowing leaders to focus on teaching, learning and pupil outcomes, while actively promoting and safeguarding the welfare of children and young people.

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## Duties and Responsibilities

### Project Management

#### Strategic Leadership and Management

- Provide operational leadership across human resources, health and safety, facilities, school office and administration, compliance and project management.
- Represent the Headteacher at meetings as appropriate.
- Support the delivery of the School Improvement/Development Plan through effective allocation of non-financial resources.
- Lead and manage whole-school and cross-functional projects, including complex building and development projects.
- Develop, implement and communicate policies and procedures in line with statutory, safeguarding and local authority requirements.
- Develop collaborative partnerships with other schools, organisations and external agencies.
- Line manage and performance manage designated staff, including school office, administrative, site, premises and catering staff, ensuring high standards of performance, motivation and professional development.
- Act as the school's representative in complex situations involving parents, contractors, visitors and members of the public.
- Actively promote and uphold the safeguarding and welfare of children and young people at all times.

## School Office and Administration Management

- Provide strategic and operational leadership of the school office, ensuring efficient, professional and child-centred administrative support.
- Line manage and performance manage office and administrative staff, including appraisal, workload allocation, training, absence management and professional development.
- Ensure the school office delivers a high-quality front-of-house service to pupils, parents, visitors and external agencies.
- Ensure office procedures meet statutory, safeguarding and inspection requirements.
- Review, develop and streamline administrative processes to improve efficiency, compliance and service quality.
- Ensure effective cover arrangements for the school office at all times.
- Work closely with the Headteacher and Senior Leadership Team to ensure the office effectively supports teaching, learning and pupil wellbeing.

## Facilities, Health & Safety and Premises Management

- Provide strategic leadership of estate and facilities management in collaboration with the Site Manager.
- Oversee the maintenance, refurbishment and development of the school premises and grounds in line with the Asset Management Plan and School Improvement Plan.
- Lead a rolling programme of refurbishment works within agreed parameters.
- Negotiate, evaluate and manage contracts and service level agreements for site-related works and services, ensuring best value and compliance.
- Manage complex relationships with architects, contractors, council officers and other external partners.
- Set priorities for site works and monitor progress through regular reporting.
- Retain expert knowledge of health and safety legislation and its application within a school environment.
- Formulate, implement and monitor the school's Health and Safety Policy in compliance with statutory requirements.
- Lead on risk assessment, risk management and loss prevention strategies.
- Maintain oversight of fire safety compliance, emergency procedures, alarm testing and fire drills.
- Develop, implement and review emergency, disaster recovery and business continuity plans.
- Act as a key holder and ensure the school provides a safe working and learning environment at all times.

## Compliance, Data Protection and Contracts

- Act as the school's Data Protection Officer, ensuring compliance with data protection legislation.
- Monitor data protection practices and advise staff and the wider school community.
- Manage, review and monitor contracts, service level agreements and tenders related to operations, premises and support services.
- Ensure contractual compliance and effective performance management of service providers.
- Respond appropriately to operational emergencies and incidents.

## Human Resources

- Provide leadership and guidance on HR-related matters across the school.
- Ensure safer recruitment processes are followed, including DBS, medical checks and pre-employment vetting.
- Oversee recruitment processes for teaching, support, office, site and catering staff.
- Maintain accurate, secure and confidential staff records on SIMS, iTrent and/or other systems, including the Single Central Record.
- Manage staff absence across the school, ensuring return-to-work processes are completed and policies are applied consistently.
- Advise the Headteacher on staffing structures, workforce planning, training and development and performance management systems.
- Ensure HR policies and employment law are applied fairly and consistently.
- Complete statutory HR returns including the School Workforce Census.
- Ensure compliance with data protection requirements in the handling of staff information.

## Safeguarding and Professional Conduct

- Actively promote and safeguard the welfare of children and young people at all times.
- Uphold public trust and maintain high standards of ethics and behaviour within and outside school.
- Treat pupils with dignity and respect, maintaining appropriate professional boundaries.
- Have regard for the school's ethos, policies and practices, including the Code of Conduct.
- Work collaboratively, demonstrating respect, courtesy and professionalism.
- Promote equality, diversity, inclusion and British Values.

## General Responsibilities

- Adapt duties to meet the changing needs of the school.
- Comply with all school and Local Authority policies and procedures, including equal opportunities.
- Undertake any other duties commensurate with the role as directed by the Headteacher.

# PERSON SPECIFICATION

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## Qualifications & Training

### **Essential**

- Relevant qualification or equivalent experience in business management, HR, facilities or a related field.
- Evidence of ongoing professional development.

### **Desirable**

- School Business Management qualification (e.g. SBM, DSBM, CSBM).
  - Health and Safety qualification (e.g. IOSH or NEBOSH).
  - Data protection or GDPR-related training.
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## Experience

### **Essential**

- Significant experience in an operational or business management role.
- Experience in a school or education setting.
- Experience of managing administrative or school office teams, including line management and performance management.
- Experience of HR administration, including recruitment and absence management.
- Experience of managing contracts and service level agreements.
- Experience of working with contractors and external service providers.
- Experience of implementing policies, procedures and organisational change.

### **Desirable**

- Experience of premises, site or facilities management.
  - Experience of project and capital works management.
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# PERSON SPECIFICATION

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## Skills & Personal Qualities

### Essential

- Excellent organisational, analytical and problem-solving skills.
  - Strong written and verbal communication skills.
  - Ability to analyse information and present reports to senior leaders and governors.
  - Ability to negotiate effectively with contractors and service providers.
  - Strong IT skills, including management information systems and Microsoft Office.
  - Ability to lead, motivate and develop a school office and support staff team.
  - High levels of integrity, professionalism and discretion.
  - Resilient, flexible and able to work effectively under pressure.
  - Commitment to equality, diversity and inclusion.
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## Other Requirements

- Willingness to undertake relevant training and CPD.
  - Ability to act as a key holder and attend the site outside normal working hours when required.
  - Enhanced DBS clearance
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# HOW TO APPLY

All applicants must complete the Operations Manager application form which can be found on TES ([www.tes.com/jobs](http://www.tes.com/jobs)) OR via our website [www.ealingalternativeprovision.org.uk](http://www.ealingalternativeprovision.org.uk) or upon request from the school by emailing Claire Duffy [hr@eap.ealing.sch.uk](mailto:hr@eap.ealing.sch.uk)

Please be aware that applications via CV only will not be considered.

All candidates are strongly encouraged to visit the school or have a telephone conversation with us before applying. Please contact our HR Manager, Claire Duffy, on 0208 991 8570 or [hr@eap.ealing.sch.uk](mailto:hr@eap.ealing.sch.uk) to arrange this.

A shortlist will be drawn up on the basis of the application form and supporting statement only.



## Guidance notes on completing the supporting statement

The supporting statement should be no longer than 2 sides of A4 (Arial 11-point font size)

Please save the application form and supporting statement (if separate to the application form) with your first and last name and EAP in the title of the file.

**Application Deadline: Friday 16<sup>th</sup> January 2026**



EAP is committed to safer recruitment, safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful applicant will be required to apply for an Enhanced Disclosure from the Disclosure and Barring Service (DBS). Further information can be found [here](#).

In line with KCSIE 2025 and safer recruitment practices, we will conduct an online search for all shortlisted candidates. The online search is part of our safeguarding checks and will seek publicly available information on candidates' suitability to work with children. Shortlisted candidates will be provided with further guidance and will be asked to clarify their online presence. Further information can be found [here](#).

## HOW TO FIND US



**Ealing Alternative Provision (EAP)**  
**Compton Close**  
**Ealing**  
**W13 0LR**

**Tel: 0208 991 8570**

**Email: [hr@eap.ealing.sch.uk](mailto:hr@eap.ealing.sch.uk)**

### **By public transport:**

From Ealing Broadway Station take the E1 or E11 bus to Drayton Green and then it's a 5 minute walk  
Walk from Drayton Green Station (approximately 5 minutes walk)  
Walk from West Ealing (approximately 10 minutes walk)  
From Greenford Broadway take the E1 to Drayton Green and then it's a 5 minute walk

**By car:** There are visitors car parking spaces on site

**By foot:** For ways to walk to Compton Close please visit <http://walkit.com/>