



Operations Manager

Vision	<p>Broadacres Academy is part of Thrive.ed’s family of independent schools. You can think of it as Broadacres Academy, a Thrive.ed school. Our Broadacres Academy campuses are in Broadacres and Chartwell. Our mission at Broadacres Academy is to provide our students with an education to thrive. This is our “True North” and guides everything that we do. This vision extends beyond our learners and includes our teachers, parents and community.</p> <p>We seek an ambitious and dynamic Operations Manager to help shape and reach our vision for our learning communities. A successful candidate will be responsible for creating, implementing and managing a world-class end-to-end operational and educational support function that supports all schools to enable scalable vision delivery, while identifying ways to sustainably reduce per-learner support costs.</p>
Role	The Operations Manager is responsible for creating and implementing a world-class end-to-end operational and educational support function at schools to enable scalable vision delivery, while identifying ways to sustainably reduce per learner support costs
Accountability	Reporting to Head of Operations as well as an indirect reporting line to the Executive Head
Team	Supported by School Operations Coordinator

Area	Objective	Key result
Overall	Create high-performing administrative and operational teams	<ul style="list-style-type: none"> Build and develop existing team to be a high-caliber school operations team Recruit high-caliber team members where required Mentor, develop and motivate teams to improve performance Identify and implement training and development of staff where required Manage performance of staff by creating a culture of high-performance, autonomy and accountability Address underperformance through regular feedback and in line with HR policies
TESS Interface	Interface with the TESS team to enable efficient and effective collaboration	<ul style="list-style-type: none"> Serve as interface between the TESS team and school operational and educational team to enable efficient and effective collaboration The TESS team includes: finance, marketing, facilities, HR, legal (outsourced), IT (outsourced)
Policies and Processes	Ensure excellent policies and processes at campus	Responsible for: <ul style="list-style-type: none"> Designing policies and processes that align with strategy as required Implementing efficient policies, processes and standards as required Establishing and maintain appropriate systems to monitor, evaluate and report on operational performance to executive head on a regular basis
Finance	Ensure excellent financial	Responsible for: <ul style="list-style-type: none"> Drafting and implementing school-wide procurement policy and process

	processes are followed at campus level	<ul style="list-style-type: none"> Implementing, maintaining and managing effective system of controls throughout school operations – including oversight of procurement and financial management processes Managing and controlling expenses to ensure budget is met and cost optimisation Procurement non-educational supplies in line with budget (e.g. cleaning detergents/equipment, office supplies)Inventory management of all non-educational supplies School petty cash management and reconciliation <p>Support TESS (Finance function) with:</p> <ul style="list-style-type: none"> Creating and implementing a central procurement list of preferred suppliers that produce scale benefit Financial record-keeping Payments and accounts payable management Student invoicing, receipts and debtor management (incl. collections)
Marketing and events	Interface with the TESS Marketing team to enable efficient and effective collaboration	<p>Support TESS (marketing) with:</p> <ul style="list-style-type: none"> Implementing and upholding brand CI guidelines across all work. Account management social media (Facebook, Instagram, Snapchat, TikTok, Twitter, YouTube) Website: content, software management, auditing Blog: content creation and promotion Email marketing School app involvement: ensure good UX, brand implementation Organising and marketing of school events (external e.g. Open Days, Expos, Fairs, Recruitment Drives) Photo permissions at a school level
Admissions and enrolment	Oversee the admissions and enrolment process to ensure efficiency and effectiveness	<p>Oversee the admissions and enrolment team to ensure efficient end-to-end admissions and enrolment process, which includes, inter alia:</p> <ul style="list-style-type: none"> Supporting the design and monitoring of standard end-to-end admissions process - from enquiry to contract signing to on-boarding and off-boarding Setting up and maintaining online application platform (annually) Managing all student enrolments from enquiries to admission and onboarding, including communications, agreements, assessments, documentation, student databases, welcome packs etc. Tracking of all admissions information on the system, from enquiry to conversion to an admission including reasons why application declined or enquiry not converted Tracking all information relating to leavers and terminations on the system including detail reasons Managing leavers and off-boarding process, including exit interviews
HR	Support Executive Head and Principals with end-to-end HR functions to build a high-caliber team	<p>Responsible for:</p> <ul style="list-style-type: none"> Supporting Executive Head and Principals with school staffing planning including organograms, job descriptions, vacancies Supporting Executive Head and Principals with the recruitment process of all new staff members Employment policies, procedures and manuals - design and implement Issuing new and maintaining current employment contracts in line with head office contracting template guidance Supporting Executive Head and Principals with the onboarding and orientation of new staff Support the Head of Schools with staff career development plans Support the Head of Schools with staff performance management and professional development Management of leave and leave balances

		<ul style="list-style-type: none"> • Capturing monthly payroll input sheets and ensuring all information is correctly entered, supporting finance with payroll related queries • Managing termination and off-boarding process of staff • Collaborating with TESS through acting as direct liaison between HR Office and staff for all queries and correspondence • Managing record-keeping of staff personnel files, salaries and contractual documentation and performance appraisals • Government compliance and reporting • Supporting Principals with staff disciplinary action
Facilities	Interface with the TESS Facilities team to enable efficient and effective collaboration and service delivery at campus level	<p>Collaborate with TESS (Facilities) with regards to:</p> <ul style="list-style-type: none"> • Logging new queries to facilities team relating to maintenance and repairs and tracking/providing feedback into process to ensure timeous completion and quality service delivery • Originating of design requisitions for changes to facilities • Alerting facilities team to new queries relating to capital expansion and renovation projects < R3m and tracking/providing feedback into process to ensure timeous and quality completion •
Technology	Interface with IT company to enable efficient and effective collaboration and service delivery at campus level	<p>Collaborate with outsourced IT company with regards to:</p> <ul style="list-style-type: none"> • Logging new IT queries to IT and tracking/providing feedback into process to ensure timeous completion and quality service delivery • Monitoring general effectiveness and efficiency of IT company and reporting any major issues to Principal • This includes: <ul style="list-style-type: none"> ○ Classroom and office equipment, hardware and software ○ LAN/WAN installation and network connectivity ○ Classroom and office equipment, hardware and software ○ Technology maintenance and security
Systems	Oversee education administrative system management and maintenance	<p>Oversee the team responsible for:</p> <ul style="list-style-type: none"> • Managing end-to-end education system (Engage/Ed-Admin Administrative System) on order to: <ul style="list-style-type: none"> ○ Ensure effective setup and maintenance of the system ○ Ensure on-boarding of all staff to system ○ Ensure that all end-to-end record-keeping and communications are on the system (and not on alternative platforms) ○ System reporting into educational requirements e.g. SASAMS ○ Classlist maintenance and communications ○ School timetabling ○ Annual roll-over of students • Maintaining records and necessary reports for efficient operation and compliance with laws and regulations •
Health and safety	Oversee health and safety at campus to ensure compliance with laws and regulations	<p>Responsible for overseeing health and safety, supported by various internal committees and external service provider:</p> <ul style="list-style-type: none"> • Ensuring that the school has an end-to-end health and safety management system implemented to meet legal and regulatory requirements and minimise risk and liability for the school • Reviewing policies to ensure all health and safety aspects are covered • Co-ordinating the development of health and safety policies, systems and work procedures where required

		<ul style="list-style-type: none"> • Ensuring all health and safety policies, procedures, rules and regulations are adhered to and regularly communicated to staff. • Coordinating health and safety activities through appointment as the Health & Safety Officer to attend OHS meetings, taking minutes and coordinating actions from the meetings • Investigating and recording all incidents, accidents and near-misses and report as appropriate • Identifying and implementing annual health and safety Training where required • Working with Facilities Manager and groundsmen on Facilities to identify and address any health and safety issues timeously • Liasing with external service providers where required to ensure all health and safety aspects are met • Establishing and maintaining appropriate systems to monitor, evaluate and report on health and safety and incidents to executive head on a regular basis as required
Risk management, legal and compliance	Support risk management and compliance with laws and regulations	<ul style="list-style-type: none"> • Supporting principals to ensure compliance with school related laws and regulations as well as an effective risk management function • Supporting principals to ensure compliance with main legislation including Independent School Act and regulations, Child Care Regulations • Responsible for the review and maintenance of insurance policies to ensure risks are sufficiently covered identified risks where required

Qualification required	<ul style="list-style-type: none"> • Matric certificate • Relevant degree (e.g. B.Com, B.Ed, BA) • Finance and/or management qualification advantageous (e.g. diploma in management/ finance/operations/marketing, PGBA, MBA, CA (SA), ACMA)
Experience and skills required (technical)	<ul style="list-style-type: none"> • A minimum of 8 years' experience in school/education operations • A minimum of 5 years' experience at management level • Demonstrated skills in building and optimising teams, systems and processes for efficiency and effectiveness • Demonstrated IT skills (MS Office, ERP software, education management systems) • Previous experience in the corporate education sector advantageous
Attributes (non-technical)	<ul style="list-style-type: none"> • Strong leadership and people management skills • Excellent organizational and time management abilities • Positive attitude and strong interpersonal skills • Attention to detail with a strong focus on execution • A committed team player with good communication skills • Self-starter who takes initiative
Other	<ul style="list-style-type: none"> • Culture and values fit • Team fit
Location	Broadacres Academy (Chartwell and Syringa campuses)

If you are interested in taking on the opportunity of leading our operations team at Broadacres Academy, complete [this questionnaire](#) and be sure to attach you CV.