

Position Description: Team Leader, Operations



Position: Team Leader, Operations

Reports to: Head of Campus

Works With: All staff & students

Direct Reports: Admin Assistant, School Services Officer (SSO), Finance Facilitator

Award: Educational Services (Schools) General Staff Award 2010

Term of Appointment: 2 year contract

Hours: 1.0 FTE

Probation Period: 6 months

School Purpose & Vision

Youth Inc. exists to provide transformative learning experiences for young people who are disconnected from education and community. Our vision is to create a safe, dynamic and supportive learning community where young people can develop their unique strengths and talents, and build the wellbeing, mindsets and capabilities they need to live a life that matters to them.

Position Summary

The position of Team Leader, Operations is a senior role within our organisation with responsibility for the day-to-day and week-to-week operations of the school.

The Team Leader, Operations role sits at the centre of our organisational structure. It is the 'engine' that powers our unique learning environment. The position requires the candidate to be accessible and responsive to the competing needs of students and staff. This requires exceptional organisational and communication skills, combined with the ability to multitask competing priorities in flexible and creative ways.

The role requires a relentless and positive approach. The Team Leader, Operations is someone that other people can rely on, someone who can help to problem-solve in a 'cad-do' kind of way. Above all, this position requires a people-person. That is, someone who can work with all types of people and who can help to get the best out of everyone on both good and bad days.

Duties and Responsibilities

Leadership

- Lead the Operations Team (i.e. Team Ops!) in support of all areas and functions of the school
- Participate as an active member of the Senior Management Team
- Drive the implementation of all operational systems and procedures
- Monitor and support staff wellbeing

Risk & Compliance

- Oversee all risk and safety issues pertaining to all learning experiences inclusive of OSLOs & EOSLOs (i.e. What regular schools would call 'excursions')
- Screen/approve all third parties prior to engagement, including contractors, artists, speakers, activity providers, consultants etc.
- Assess and manage all risks pertaining to the school operations including learning activities
- Manage our insurance portfolio
- Work with the Principal/Director to meet the regulatory requirements including any and all obligations pertaining to school registration (E.g. Education Standards Board, audits, etc.)
- Ensure compliance with all legislative requirements pertaining to child safety
- Ensure all medial and first aid requirements are met in accordance with duty of care and other legislative requirements

Policies & Procedures

- Review, revise, prepare and implement relevant P&Ps on an ongoing basis
- Coordinate the P&Ps Sub-Committee to review/recommend policy for Board approval
- Maintain a central register of all P&Ps
- In-service staff in regard to P&Ps on an ongoing basis, as required

People & Culture

- Assist with all matters pertaining to staff recruitment
- Manage all aspects of staff engagement including employment contracts in compliance with relevant awards, staff induction, and probation
- Manage the staffing requirements to meet needs on a daily basis in conjunction with the Team Leaders
- Contribute to the design and implementation of an annual professional development program for all staff, including staff planning and wellbeing 'retreats'
- Actively promote our staff values, and provide personal leadership by example aligned to those values
- Lead 'Engine Room' and 'Toolbox' meetings on a weekly and daily basis, respectively
- Oversee the coordination of staff annual leave and sick/special arrangements with respect to school requirements
- Oversee the implementation of a Staff Wellbeing survey and Employee Assistance Program with external contractors

Internal Communications

- Oversee the coordination of all internal communications to staff and students including daily/weekly messages via WhatsApp, email (where appropriate), information boards, notices and other methods of communication as required

Student Enrolment

- Assist in the planning and implementation of an annual student enrolment campaign
- Oversee student enrolment by responding to enquiries, scheduling interviews and information sessions, managing referrals, maintaining enrolment registers, etc.

Student Records

- Oversee student enrolment records including police checks etc.
- Oversee the maintenance of student records within the SEQTA School Management System
- Assist in matters pertaining to student behaviour and safety including Learning Agreements, and where necessary 'unenrolment' processes
- Oversee the coordination student progress reporting in conjunction with Learning Managers and other admin staff

WHS

- Oversee the operations of our WHS sub-committee, including annual audits, fire-safety and evacuation procedures
- Prepare WHS reports for the Principal/Director to present to the Board as required
- Coordinate WHS training for staff in accordance with requirements
- Manage any and all WHS incidents

Reception

- Oversee the effective function of the reception service including phone, email enquiries, visitors etc.

Finance

- Support the Finance Facilitator in relation to accounts payable, payroll, funding and grant acquittals, petty cash, Census, NCCD data, and Financial Questionnaire
- Oversee the provision of student emergency financial support

Facilities & Equipment

- Oversee the management of all facilities
- Oversee acquisition and maintenance of equipment including purchasing and repairs
- Oversee the ongoing maintenance of an asset register
- Oversee the management of ITC systems including computer hardware and software, printers, copiers, projectors etc.
- Oversee the management of school supplies, student catering, cleaning and other general orders

Governance/Board Support

- Support the Principal/Director in the preparation of Board papers
- Attending Board meetings to prepare Minutes of Board meetings
- Maintain records including a conflict of interest register
- Manage all records pertaining to governance

School Calendar & Timetable

- Maintain the annual school calendar
- Maintain a weekly schedule (timetable)

Person Specification

Essential

- Passion for working with young people who have disconnected from mainstream learning and employment pathways
- Experience in building positive, professional relationships with young people and provision of support
- Relevant office management experience in a school or learning environment
- Experience or ability to work in innovative educational settings
- Elite organisational and communication skills
- Professional qualifications in education or management and administration
- Willingness to collaborate in an organisational culture of sharing, peer support, and continuous improvement – based on delivering transformative learning experiences
- Willingness to work with other staff in a team setting to ensure quality service, equity, team spirit, program development, reporting and effective management of resources
- Ability to supervise others, and the ability to work with volunteers and other support staff in relation to learning programs/outcomes
- Ability to meet administrative requirements of the school
- Proficiency in the use of computer systems and software, including Microsoft Office and Google Suite, and school based management systems
- Ability to foster positive relationships with internal and external parties, including working as part of a multi-disciplinary team and liaising with local agencies to manage student referrals as required
- Highly developed written, verbal and interpersonal communication skills
- Current Driver's Licence

Desirable

- Experience with student enrolment campaigns
- Experience with SEQTA (school management system)
- Experience in human resource management