



Job Description

Campus Operations Manager

Reporting to: Board, Finance Director & Principal

This job description should be read in conjunction with individual contracts. Ideally, the job description will be reviewed annually by the Board of Governors and may be subject to amendment or change at any time after consultation. This should not be viewed as an exhaustive list but sets out the main expectations of TISB in terms of professional responsibilities and duties of the Campus Operations Manager. In addition, the Campus Operations Manager may be asked to carry out any other duty which is within the scope, spirit, and purpose of the school as requested by the Board of Governors.

Overview:

To contribute to and lead the implementation of the Estates Development Plan for TISB, working in partnership with the Principal, Senior Leadership Team and Board of Governors to manage all aspects of the TISB campus including: upkeep, care, maintenance, security, health and safety and facilities management in line with regulatory requirements and needs of the educational provision.

To manage refurbishment, expansion, and other building advancements in terms of bidding, developing, procuring and implementing building projects within TISB.

Specific Requirements:

Managing Contracts:

- To oversee, manage and provide accountability for whole school contracts with regards to:
 - Security
 - Housekeeping
 - Landscaping
 - Pest Control
 - Catering
 - Transport
- To provide a monthly report to the Board of Governors regarding the performance of whole school contracts, offering recommendations and advice
- To contribute to the annual review meeting of contract

Managing the Estates team:

- To provide day-to-day management of the Estates team by:
 - Monitoring attendance and punctuality
 - Monitoring presentation and behaviour
 - Ensuring equal distribution of work
 - Monitoring of performance
 - Monitoring of safe working practices

- Act as the Liaison Manager for:
 - Sewage Treatment Plant [STP] and Water Treatment Plant [WTP]
 - Laundry
 - Assistant Estate Manager

Estate and Facilities Management:

- Contributing to strategic development of the Estates Development Plan and lead the implementation of these plans
- Assisting capital development and expenditure
- Act as Project Manager for any renovation or upgrading projects
- Effectively liaise onsite with contractors/architects involved in major projects or onsite projects
- Complete and oversee regular maintenance, inspections and condition surveys; following which making any recommendations for jobs
- Using the regular maintenance inspectors and condition surveys to develop and implement an annual maintenance programme for all aspects of the TISB campus and assets
- Ensuring that all aspects of the TISB campus is properly cleaned, tendered and maintained to the standards expected
- Develop environmentally sustainable initiatives in all aspects of the TISB campus

Estates processes and procedures:

- Ensure that all projects are costed with due diligence including three to five quotations
- Ensure that the Enterprise Resource Planning [ERP] system is used appropriately and consistently
- Oversee the maintenance of records for:
 - Division of duties
 - Estates stores
- Liaise with HR regarding recruitment, development and allocation of staff. Also to liaise over leave, attendance and punctuality
- Provide an Estates report for the Board of Directors and Principal for monthly Board Meetings
- Attend various meetings:
 - Weekly meeting with Principal
 - Health and Safety meetings

Additional Roles & Responsibilities:

- Responsible for providing effective support to Principal on day-to-day administration and facility management on the Campus
- Directly supervise technical team consisting of Civil, Mechanical & Electrical Engineers and Support Staff for efficient turnaround of preventive and proactive maintenance jobs
- Upkeep of Administrative Block, Academic Blocks, Boarding Houses and Residential Quarters including the furniture and utilities in them
- Responsible for the serviceability of Technical Equipment i.e., Transformers DG sets, Transformers, Air Conditioners, UPS, Fire Alarm Systems, Laundry Equipment, Kitchen Equipment etc., including managing the AMC Contracts
- Responsible for efficient Water Treatment Plant [WTP] and Sewage Treatment Plant [STP] and ensure output as per accepted standards
- Responsible for the maintenance of the Swimming Pool, Sports Facilities in excellent condition and the upkeep of playgrounds

- Supervising Landscape Contractors to ensure proper plant maintenance and adequate green cover all over Campus with efficient usage of ground water
- Coordinating with the Caterers to maintain high standards of food safety, hygiene, quality of food served and services
- Overseeing efficient Electronic Surveillance System with Closed Circuit Television [CCTV] integrated with Security control system
- Directly supervise and coordinate with the TISB Security Agency for an efficient Campus Security 24/7 including the reporting of incidents
- Overseeing visitors to ensure compliance with the TISB Child Protection Policy
- Overseeing movement of material to ensure compliance with TISB Health & Safety policy
- Responsibility for the Critical Incident Plan, Fire and Lockdown drills, reviews and implementation of improvements including keeping logs and feedback. Creation and maintenance of Standard Operation Procedures and training for select staff and security personnel
- Conduct training sessions for Security staff, supporting staff on Environment, Health & Safety [EHS] thus eliminate campus accidents
- Effective coordination with the Transport Company engaged for Student and Staff transportation to ensure compliance with health & safety requirements
- Efficient procurement of maintenance materials, student stationery, and effective management of the Stores. Procurement and Payment with due approval of Finance Director
- Implement Standard Operating Procedure [SOP] for each Estate function and conduct skill improving sessions for improved operational efficiency
- Liaison with various Govt departments, like Electricity Board, Revenue Dept and Village Panchayat etc., for compliances and clearances
- Attend matters arising out of Labour Laws, notices from Labour Court etc. Also to interact with Schools' Legal Advisors on any legal proceedings, civil or criminal including Liaison with local Police Officials
- Maintaining excellent public relations with parents, members of the faculty, students and all campus visitors

The Operations Manager must have multitasking possession and whenever it is required, appropriate training should be given to the person concerned.

Professional Conduct

The Campus Operations Manager actively promotes and upholds the TISB Vision and Mission, consistently demonstrating professionalism and integrity, ensures that the work done is in line with the Vision and Mission of TISB and works collaboratively with all departments and staff to create a positively impactful environment which enables TISB to maintain its high standards.