



St Mary's School

C A M B R I D G E

OPERATIONS MANAGER

St Mary's School
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St Mary's School Cambridge

St Mary's Ethos

We are an independent day and boarding school for girls aged 3 to 18. We have a school roll of around 600 students. Approximately 15% of the students are boarders. Reflecting the cosmopolitan community of Cambridge, on average 25% of students originate from overseas, from around 30 countries.

A Christian school in the Catholic tradition and founded on the principles of our 17th century foundress, Mary Ward, we have a unique approach to education and an atmosphere which fosters a love of life and learning, while growing the academic talents and spiritual wellbeing of each individual girl, from within. We warmly welcome girls – and staff - of all Christian denominations and other faith and secular backgrounds to join our thriving community.

At St Mary's School, Cambridge, we don't offer a one-size-fits-all education: we provide renowned pastoral care, understanding and individual support which, coupled with dedicated academic learning opportunities, encourages girls to look beyond themselves, so that they enter adulthood aspiring to be more and to give more, not just to have more.

Building on our 400-year tradition, St Mary's School, Cambridge belongs to an international network of just under 200 Mary Ward schools worldwide, presenting the possibility of exciting and innovative opportunities for our students.

Cambridge Location

The school offers a secure and welcoming learning environment for girls: we are delightfully situated in the heart of the academically and culturally vibrant city of Cambridge, with the Senior School and boarding house overlooking the University of Cambridge Botanic Gardens.

Cambridge is an outstanding place to live and work. As a university city, Cambridge has the cultural advantages of a much larger settlement but with a population of approximately 145,000, it is a safe, clean and attractive location. The city has an international reputation owing to its world ranking university and the school benefits from its proximity to the digital and enterprise communities in the various high-tech science parks and enterprise hubs. We are within easy travelling distance of London, less than an hour by train and a short hop from London Stansted Airport.

School facilities

There has been major investment in new facilities at the School over the past decade: a new Junior School; a new Sixth Form Centre; new provision of Art & Photography; the creation of our Science Hub; and our new boarding facility, Mary Ward House. We have developed our sporting facilities through an ambitious collaboration with Homerton College, University of Cambridge and have invested in a new boat house in a joint partnership with City of Cambridge Rowing Club and Homerton College. We are proud to have opened our Mary Ward Educational Suite in January 2024 which provides new state of the art teaching spaces.

St Mary's Community

Above all, St Mary's School, Cambridge is a very happy place. We have an excellent local reputation for being very friendly and nurturing and yet ambitious for the young women in our care enabling strong progress to next steps at university, the world of work or a GAP year. Our girls are genuinely delightful, the teachers and support staff are exceptionally dedicated: we are a very close-knit, loving, joyful and purposeful community.

Operations Manager

Job Title:	Operations Manager
Accountable to:	The Bursar
Key relationships:	Bursar, Head of Juniors, Head of HR, Head of Catering, Health and Safety Manager, Assistant Operations Manager, Works Team & Senior Leadership Team.
Job Purpose:	<p>The Operations Manager is responsible for ensuring the smooth, safe, and efficient running of the school's day-to-day operations across the whole school campus. This role covers key areas such as facilities management, health & safety, compliance, procurement, and the oversight of support services.</p> <p>Working closely with the Senior Leadership Team, the Operations Manager ensures the school environment supports excellence in teaching, learning, and pupil well-being.</p>

Main Responsibilities

Responsibilities as Operations Manager cover St Mary's Senior School, St Mary's Junior School, St Mary's Sixth Form Centre, Mary Ward (Boarding) House, all grounds and sports fields.

- Overall responsibility for the Catering, Works, Porters, Reception, Reprographics and Minibus drivers, however, not all these roles report directly to the Operations Manager.
- Manage planned and reactive maintenance schedules, liaising with contractors and suppliers.
- Ensure facilities meet statutory requirements, including fire safety, accessibility, and safeguarding.
- Lead on sustainability initiatives and energy efficiency measures.
- Exercise strong budgetary control over the managed departments, liaising with the Bursar regarding forecasting and planning including maintenance for the schools and its facilities, staffing and individual projects.
- Create an operating structure which enables a strong focus on service excellence, delivery and value for money.
- Maintain essential services establishing cost effective procurement, maximum efficiency and value for money.

Staff Management

- Recruit and induct new staff as required, working with the HR department to ensure best practice.
- Work with the HR department to ensure all necessary paperwork and training is complete and up to date and to work through any performance management issues.
- Undertake probationary reviews and annual staff reviews of direct reports.
- Monitor timekeeping and absence and provide monthly information to payroll and HR. On occasion it may be necessary for the Operations Manager to personally help fill in certain roles due to staff absence.
- Liaise with the Head of HR to ensure compliance with legislation and effective staff management.
- Establishing a performance management culture with effective staff appraisal and a commitment to professional development.

- Ensure that all the manpower and resources of the catering, porter and estates departments are used as one efficient team.

Contract Management

- Manage all operational service contracts to ensure the delivery is aligned within the scope of works.
- Ensure service level agreements are adhered to and delivered to a high standard, so as the school is obtaining value for money.
- Carry out regular monitoring and/or audits to maximise contractor efficiency.
- Manage all external contractors' records including DBS, insurance, ID checks, qualifications etc, to ensure they are current and up to date.
- Prepare tender information and documentation for future and existing contractor appointments.
- Attend all meetings both internal and with outside contractors as required.

Health & Safety Compliance

- Work with the school's Health & Safety Manager, ensuring policies and procedures are up to date and compliant with legislation.
- Conduct regular risk assessments, inspections, and safety drills.
- Maintain accurate records for compliance audits and inspections (e.g., ISI, HSE).
- Ensure all designated departments are compliant within the ISI framework, COSHH and Disability legislation.
- Work closely with the Health and Safety Manager to maintain all records relating to the Operations department to the standard required by ISI Compliance Inspectors and that all necessary controls are in place and documented. Comply with all statutory and regulatory requirements.

Facilities Management

- Management of all premises, within budget limits ensuring they comply with health and safety and disability regulation and educational needs.
- Work closely with the Operations team to organise and manage workloads and performance and seek feedback for work improvement options.
- Maintain the School's facilities to a good, safe and secure standard, making pro-active and costed recommendations for the school's improvement.
- Represent the Works department at all relevant internal meetings for future works planning and design, health and safety meetings, staff forum etc.
- Assist the Bursar with the planning and costing of future refurbishments and building works. Meeting with external contractors, project managing the works ensuring they are completed on time and to budget.
- Undertake relevant training and study as required to keep up to date with relevant legislation and developments.

Transport

- Management of the minibuses and transport to ensure the efficient use of the transport budget.
- Review transport services, optimising utilisation and identifying opportunities for new routes.
- Review latest industry booking technologies that could enhance the minibus service for parents and drivers.
- Liaising with the Assistant Operations Manager, oversee the school vehicles ensuring they are

well maintained and compliant with our legal obligations.

Events and Commercial Activities

- Ensure school events and external lettings are appropriately managed including planning, caretaking, catering, security and cleaning requirements. Liaise with the appropriate staff to ensure that events run smoothly and safely and the requirements of the event organiser are met.
- Maximise income from lettings of the facilities along with the development of external services (we currently let our premises to Language Schools over the summer period).

General

- Ensure that the agreed policies assigned to the Operations Manager are reviewed and updated regularly and presented to Bursar for approval.
- Undertake regular training to comply with the schools' safeguarding obligations and the needs of the role.
- In the event of staff absence, ensure all buildings are locked and secured after the school day/events.
- Ensure that your conduct within and outside of St Mary's does not conflict with organisational expectations.
- Observe standards of appearance appropriate to this professional environment.
- Co-operate with all staff in maintaining harmonious inter-personal relationships, internally and externally. St Mary's expects all staff to treat others with respect and courtesy.
- Maintain confidentiality and adhere to GDPR requirements.
- Manage the care of equipment, furniture, furnishings and linen of the school, establishing a plan for repairs, renovations, refurbishments and replacements. This will require close consultation with the Bursar, the Head of Boarding and any other associated department.

This job description is not necessarily comprehensive, and the position holder will be required to carry out such other duties as may be reasonably required within the general scope and level of the post.

Person Specification

	ESSENTIAL	DESIRABLE
EDUCATION / QUALIFICATIONS	<ul style="list-style-type: none"> An excellent level of literacy and numeracy 	<ul style="list-style-type: none"> Degree level or equivalent Hospitality management qualification or other relevant management qualification Driving Licence NEBOSH certificate or equivalent health and safety qualification
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Significant experience in estate/operations management Experience of minor capital works from start to finish Experience of managing a multidisciplinary team Project management experience Experience of budget management, procurement and cost control IT literate including experience of Microsoft Office 	<ul style="list-style-type: none"> Experience of working in a school or college
SKILLS & ABILITIES	<ul style="list-style-type: none"> Strong interpersonal skills and ability to maintain effective professional working relationships with people at all levels Problem solving, strategic planning and organisation Effective time management skills Excellent oral and written communication Ability to work under pressure and deliver to specific deadlines Ability to maintain confidentiality 	
Personal Attributes	<ul style="list-style-type: none"> Professional but friendly and approachable manner Must be flexible and can respond to changing or unforeseen circumstances. Must be prepared to work outside regular working hours when required including some weekends 	

	<p>and evenings.</p> <ul style="list-style-type: none"> • Diligent and conscientious and must be proactive • Resilient, committed • Must take pride in high work standards • Self-motivated • Must be hands on and prepared to get involved in all areas • A team player with a 'Can do' attitude and a sense of humour 	
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Terms and Conditions

Hours of work

Working Hours are normally 40 hours per week although as this is a senior position in a boarding/day school, you would be expected to work such hours as are necessary to discharge properly your responsibilities and duties additional hours may need to be worked to meet deadlines, attend meetings or respond to incidents. Working Hours may include evening and weekend work because the school offers boarding and has various activities and events at weekends

Salary

The salary for this post is £42,000.00 per annum.

Benefits

- 25 days holiday plus Bank Holidays. Holidays must be agreed with the Bursar in advance
- Contributory pension scheme
- Fee remission of 33% for staff (pro rata for part-time staff) with a daughter at the school. This is in accordance with the school's policy which may be subject to change
- Free school lunch
- Cycle to work scheme
- Childcare voucher scheme

Please note that St Mary's is an inner-city school, with limited parking. Candidates who have been offered a post will be invited to make representations in the preceding term to apply for a parking space for which there is on occasion, a waiting list.

Applications

Applications should be received by 9.00am on Friday 12 September 2025. Interviews will be held during the week commencing Monday 15 September 2025.

We are all members of one community and must therefore endeavour, always, to maintain positive working relationships with all colleagues, treating others with the same level of professionalism, respect and politeness that we would wish for ourselves. In addition, you are required to work in pursuit of our core aim, which is to ensure every student's aspiration, capabilities, interests and talents are recognised, nurtured and celebrated. We pride ourselves on our academic standards,

extra-curricular provision and pastoral care. Your performance in this regard will be judged by your outcomes relating to work, attitudes and professional behaviours.

You are required not to undermine fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.

The school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment. The five outcomes of Every Child Matters Agenda are central to the way you carry out your responsibilities – these are developing students' awareness of:

- Be healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Economic well-being

Child Welfare and Child Protection Issues

The interview for this post will include exploring issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships with children and young people.
- Emotional resilience in working with challenging behaviours.
- Attitudes to the use of authority and maintaining discipline.

Any relevant issues arising from the take up of references will be discussed at interview.

The school is an equal opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. Successful applicants are subject to an Enhanced Disclosure and Barring Check.