



# Gladesmore Community School



## Director of Operations Information Pack

# Director Of Operations

## Permanent Post

**Scale: PO8 (dependent on experience)**

**52 weeks x 36 hours per week**

We are looking for a Director of Operations to join our amazing Leadership Team. The Director of Operations will lead on finance, operations, premises and compliance, and HR, and lead the school's administrative and support functions

Gladesmore is a very friendly place to work at, with a rich ethnic and linguistically diverse staff and student community. The ethos is inspiring and positive. In four successive Ofsted inspections the school has been judged to be outstanding in every category and exemplary in these.

Please see the school website for the application pack or contact the school for further details.

**Closing Date: 24<sup>th</sup> April 2026 at 10am**

**Interviews: Week commencing 27<sup>th</sup> April 2026**

Shortlisted candidates will be required to bring in a copy of their photo ID and most recent DBS certificate on the day of the interview.

Gladesmore Community School is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an Enhanced Disclosure via the Disclosure and Barring Scheme, confirmation of qualifications, experience checks and satisfactory references. An online check of publicly available information will be completed to assess shortlisted candidate's suitability to work with our children.

## Message from the Headteacher

Dear Candidate,

I am delighted to introduce myself as the new Headteacher of Gladesmore Community School. I am incredibly excited to have been appointed to lead this wonderful school and am ambitious to provide our community with the highest quality learning environment.

Thank you for considering the post of Director of Operations. This is a pivotal appointment for our school and will be instrumental in our future success. At Gladesmore, we have a very clear and simple vision:

To provide an outstanding all-round education where our pupils make impressive progress in a positive, friendly, community atmosphere.

Gladesmore is an outstanding school with an inspiring "family" atmosphere. We are deeply committed to our REACH values of Respect, Enthusiasm, Aspiration, Cooperation, and Hard work. To thrive here, you will need energy, resilience and drive. We are looking for a leader who is ambitious for our pupils and dedicated to promoting their life chances.

As a key member of the Senior Leadership Team, you will work very closely with me, ensuring that our systems, resources, and teams operate strategically to enable the best possible outcomes for our pupils. You will play an active part in strategic planning, reviews, and whole-school improvement, directly linking our financial and operational planning to the School Development Plan.

The Director of Operations oversees a broad and vital remit, including finance, premises, HR, IT, and compliance. You will lead a dedicated team of support staff, fostering a culture of professionalism and collaboration. This role is central to our strategic development, and I want to ensure we find the right person who shares our vision.

I highly encourage you to get a feel for our unique environment before applying. I would be delighted to welcome you for a visit to the school or to have an informal phone call to discuss the role and our ambitions for the future. Please contact Mrs. Naidoo, Executive Officer (admin@gladesmore.com), to arrange this.

I look forward to hearing from you and welcoming you to Gladesmore Community School.

Yours sincerely,

Paul Bernard  
Headteacher



## About the School

Gladesmore Community School is a mixed 11-16 comprehensive school situated in the urban area of South Tottenham, London, bordering the edge of Stamford Hill and adjacent to Markfield Park which backs onto the River Lea. Seven Sisters Tube Station, Tottenham Hale tube, bus and train terminus and South Tottenham Railway Station are all within a short walking distance. The school serves a community of high economic disadvantage; typically, over 50% of our pupils are eligible for free school meals.

### School Population

The school has nine forms of entry. It has an impressive reputation locally and is enormously oversubscribed currently with a roll of 1250. In recent years the school has taken an annual bulge class into all year groups. Numerous staff members choose to send their own children to Gladesmore.

We have a wide diversity of ethnic, linguistic and religious backgrounds in the school and this provides a tremendously rich culture. We delight in the fact that there are over 55 languages spoken by pupils. Our largest ethnic groups are of African, Caribbean or Turkish heritage. As a community comprehensive school, our intake consists of a broad ability range including children with special educational needs and very able, gifted and talented pupils.

Visitors are invariably impressed with our calm, happy and positive family atmosphere in the school. Pupils are respectful and well behaved. There is a wonderful ethos in the school enjoyed by all and it enables children to make excellent all-round progress.

Working relationships between the staff and pupils and between the staff are exceptional. This is one of the reasons why staff turnover is remarkably low. The pupils are a delight to work with and are highly appreciative of the efforts made by staff. Our children really enjoy school and are proud to be part of the Gladesmore family; attendance for instance, is the best in the region and is consistently well above the national average.

### Leadership

There is a very clear and simple vision for the school and the Gladesmore Ethos Statement is articulated through the simple term REACH, which promotes our key values and stands for: **R**espect; **E**nthusiasm; **A**spiration; **C**ooperation; and **H**ard work. REACH to be a Star!

Our school motto was written and selected by pupils: **Dream, REACH, Achieve.**

We have simple but ambitious goals for the school. All faculty and year group teams draw up their own development plans to focus on continued improvement. All staff are encouraged to help shape our development and pupils make a significant contribution to this as well.

Gladesmore has been rated as 'Outstanding' by Ofsted since 2008. In successive inspections HMI/Ofsted teams have awarded outstanding grades and within these deemed the school to be exemplary. HMI's have been impressed by what they had seen.

Nevertheless, we believe there is still much we can improve; we are fully committed to self-evaluation and continuously look at what we can do to continue to improve. There are numerous opportunities and procedures designed for us all to share good practice and learn from each other. Whilst the school is doing very well there is more for us to learn and aspire to.

## Achievement

Our aim is to continue to raise all round achievement and expectations through effective learning and teaching. We offer an innovative range of programmes and strategies to provide pathways enabling children to reach their potential. As a result, rates of progress are impressive. Our progress scores place us in the top band of schools nationally. All subject areas are very strong. Comparative statistics also show that the achievement of SEND, EAL, black and minority ethnic groups are all outstanding. We intend to improve these further.

## Curriculum and Assessment

Our aim is to provide pupils with a broad, balanced and challenging curriculum that fosters a love of learning and enables all students to reach their potential. We build on pupils' prior achievements to develop the breadth and depth of their knowledge, as well as their skills and understanding. Our curriculum offer is not solely about the delivery of the National Curriculum, although this is the foundation because it secures entitlement for all pupils but it goes well beyond that to include a broader range of opportunities.

Continuous assessment enables pupils to understand exactly where they are with their learning and what their next steps should be. Reports on progress are issued to parents/ carers each half term ensuring that everyone is kept up to date on pupil progress. Where necessary some pupils are given opportunity to work in smaller groups, thereby providing additional support focused on the needs of the individual.



## **Staffing**

Although the school has some excellent facilities its greatest asset is the staff. We have a superb staff team that creates a warm, cheerful atmosphere and forges an effective climate for learning. Colleagues say that working at Gladesmore is stimulating and inspiring. Morale is excellent and we actively promote the strong ethos of mutual support. Visitors are invariably impressed by the friendly and pleasant atmosphere in the school. It is fundamental for us to go out of our way to ensure that colleagues are supported, appreciated and happy in their work.

Our recruitment programme targets teachers and support staff not just for their subject knowledge. We particularly seek out people who really care about the progress of children and are deeply committed to making a difference to our community. Gladesmore staff are characterised by their friendly, cheerful and positive outlook. We value these characteristics highly.

Once appointed, we expect that all staff will continue with their professional development, which emphasises teamwork and the sharing of good practice. Our programmes for trainees and new staff is particularly strong and has been highly praised by HMI. Staff are valued; morale is high and there is strong recognition that everyone plays an important role in enabling our school to succeed and operate harmoniously.

The diversity of our staff group reflects the diversity of the pupil population and we are proud that our rich diversity of staffing is well balanced throughout the organisation at all levels of seniority. Applicants from black and ethnic minorities are encouraged. Staff work hard both in the classroom and in developing activities outside the curriculum. People enjoy working at the school and consequently the turnover of staff is very low.

Opportunities for professional development and growth are impressive; it is not unusual for staff to have gained promotions within the school. Those who leave tend to do so for promotion, retirement or because they are leaving the area.

The exceptional care for the individual, together with the high quality of teaching means that, although Gladesmore is a large school, it is also very friendly and supportive. Colleagues particularly appreciate this. We are highly committed to staff well-being and run numerous activities and have very well-established support structures in place to ensure that staff feel supported as individuals. Staff turn-over is exceptionally low and morale is unusually high. Staff work hard and enjoy a positive climate at work that is extremely rare.



## **Premises**

The buildings are substantially built and house classrooms and corridors of good size. We have gradually been able to improve the buildings and facilities to an outstanding standard. Each subject area has specialist accommodation. Classrooms are spacious being well above standard size and all have interactive whiteboards. Each faculty area has its own dedicated IT and office suite.

The pupils, staff and parents are proud of the school. We enjoy a happy, cheerful atmosphere and we have positive links with the community. We are frequently congratulated by visitors on the friendliness of the children and staff, the quality of display, the calm atmosphere and the absence of vandalism and graffiti.

## **Extra-Curricular, Community Activities and Partnerships**

We have an impressive Saturday and Summer School provision. Year 7 pupils together with older pupils attend Mathematics, English, French, Spanish, Computing and/or Music sessions.

Pupils have access to a wide range of activities at lunchtime and after school. We have a strong sporting tradition and large numbers of pupils are involved in the many clubs and teams which operate. We enrich children's experience through lively school assemblies and productions. All subject areas are outstanding and run well attended after school clubs and revision classes. We have a wide array of mentoring and guidance schemes and run a programme for gifted and talented pupils.

We have strong partnerships with our feeder schools and are neighbours with Crowland Primary School, which is attended by the children of several staff members. We also have close links with the excellent London Academy of Excellence - Tottenham and sixth form centres that are the onward destination for Gladesmore pupils. We are genuinely a community school and find that our parents/carers are generally supportive and appreciative of our involvement in the community.

In recent years we have obtained numerous awards, including the Royal Crest and the London Peace Prize. We also have strong international links and frequently work with schools overseas, funded through successful Erasmus bids. Our success has given Gladesmore a strong profile both within Haringey and further afield



## Job Description

### Director Of Operations

#### Main Objectives / Purpose of the Role

- As a key member of the Senior Leadership Team, the Director of Operations will lead on finance, operations, premises and compliance, and HR, and lead the school's administrative and support functions
- In this senior leadership role the Director of Operations will work alongside the Headteacher ensuring that the school's systems, resources and teams operate efficiently, ethically and strategically to enable the best outcomes for pupils and staff.
- The Director of Operations will act as a professional advisor to the school's Governing Body, including the Finance and Premises Committee, on finance, business services and premises matters.

#### Reports to: Headteacher

#### Line Management

- IT and Network Manager
- Finance Manager
- HR Lead [ Executive Officer]
- Admin Lead [ Executive Officer]
- Data Manager
- Premises Manager
- Head of Catering Services

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#### Responsibilities

To lead and implement financial processes.

- To have overall responsibility for management of all financial matters, including strategic planning, reporting, budgeting, systems and controls and fundraising
- To carry out complex financial analysis, including identifying costs for ring-fenced funding, catering analysis, budget setting, capital expenditure and the school development plan.
- To have overall responsibility for other core business services including ICT and network, HR, premises, catering, lettings and general administration across the school in order to facilitate creating an outstanding educational environment for the students
- To play an active role in the Senior Leadership Team, contributing to strategic planning, reviews and whole-school improvement.
- To lead and develop the school's business and support functions, ensuring systems are efficient, compliant and future-focused.
- To have overall responsibility for the line management and development of non-class based support staff, including appraisal and CPD/ training planning, promoting a culture of professionalism, collaboration and accountability.
- To model integrity, discretion and professionalism in all aspects of the role.
- To promote the School's ethos, vision and values
- To support School initiatives and policies
- Working with the headteacher and governing body, to ensure that all school policies are updated and published on the intranet
- To stay up-to-date with the developments in the education sector and local community

## **Financial Responsibilities**

- To take overall responsibility for managing all financial aspects of the school, ensuring compliance with statutory and local authority requirements.
- To attend Finance Committee meetings and provide clear, accurate reports and professional advice to the Headteacher, governors and budget holders.
- Create and implement a strategic financial action plan with a focus on income generation and financial sustainability. Carry out financial modelling, allowing the Headteacher and Governing Body to make well-informed strategic decisions.
- To prepare and manage the school's annual and three-year budgets, linking financial planning directly to the School Development Plan and long-term strategic objectives.
- To lead on financial forecasting, planning and profiling of accounts to ensure sustainable and efficient use of resources.
- Oversee day-to-day financial operations, including budget structures, account levels, financial transactions and reconciliation processes.
- Prepare detailed, costed proposals and business cases for projects and initiatives, ensuring affordability and alignment with school priorities (in conjunction with the Finance Manager)
- Provide financial management information and termly reports to the Headteacher and Governing Board, and support budget holders with clear analysis and advice, in conjunction with the Finance Manager
- Produce and maintain the school's asset register, in conjunction with the Finance Manager.
- To oversee the training and guidance to staff with delegated budgets and the Finance Manager to strengthen financial accountability and understanding across the school.
- Through line management of the Finance Manager, oversee the work of the finance team, ensuring accurate and timely processing of financial data and maintaining robust internal controls and monitor staff workloads and CPDs.
- Act as the school's financial correspondent for the DfE, working with the Finance Manager, to complete all required records, returns and submissions.
- Ensure efficient accounting procedures are in place and reviewed annually in line with the Local Authority Scheme of Delegation, in conjunction with the Finance Manager.
- Uphold the principles of value for money and ethical procurement in all financial decisions.
- Provide information and evidence to support governors in meeting the Schools Financial Value Standard (SFVS).
- Source additional strands of funding in order to strengthen the school's financial position, including fund-raising, parental contributions and oversee any school bids.
- Seek professional financial advice where appropriate to support effective decision-making.

## **Procurement and Contracts Responsibilities**

- Oversee procurement to ensure compliance with financial regulations and best value principles.
- Lead on negotiating, monitoring and evaluating contracts and service agreements.
- Identify opportunities for cost savings and improved efficiency across the school.

## **Premises Management**

- Oversee the management, maintenance and development of the school site and facilities.
- Through line management, oversee the Premises Manager's work as detailed in the job description.
- Manage all financial aspects of building projects and maintenance work on the school premises.
- Liaise with building contractors, architects, planning departments and other related agencies.
- Be responsible, in conjunction with the Premises Manager for maintenance, cleaning, servicing and condition of the buildings and grounds.
- Review and help recommend efficient use of space.
- Responsible for site security and ensure security is consistent with the ethos of the school

- Be responsible for the supervision of relevant planning and construction processes in line with contractual obligations and with due regard to Health and Safety.
- Monitor the delivery, effectiveness and efficiency of both contracted out operations and other services, including catering and cleaning.
- Be responsible for the letting of the school premises to outside organisations and school staff and for the development of all school facilities for out of school use.
- Develop a disaster recovery strategy and detailed plan.
- Be responsible for the school disaster recovery and travel to work plan through consultation with the Headteacher and ensure that such procedures are clearly communicated to all staff and SLT.
- Develop and manage an effective asset management plan to optimise learning outcomes across the school.
- Maintain and manage a risk register, implementing risk management and loss prevention strategies.
- To manage the premises budget, ensuring value for money.

### **Health and Safety**

- To lead on health and safety compliance, ensuring statutory checks and staff awareness are maintained.
- Act as the school's Health and Safety Officer, take part in regular health and safety risk assessments visits and reviews and ensure that all health and safety legislation, policies and procedures are adhered to by all staff.
- Act as the school's Fire Officer/Marshall and oversee fire safety, including the installation and maintenance of fire equipment, conducting regular fire drills and ensuring accurate records are kept.
- To prepare and update the School emergency plan and risk analysis.
- To ensure that First Aid and allergy requirements are in place for staff and student safety including keeping an up-to-date register of First Aid treatments, accident logs and training of First Aiders.
- To make arrangements for appropriate health and safety training to take place.
- To manage the health & safety budget, ensuring value for money.

### **Catering Services Management**

- To have overall responsibility for the school's catering provision through line management of the Head of the Kitchen.
- To ensure the catering provision is of high quality and offers value for money including the quality of meals, hospitality and overall service
- To oversee catering budget and procurements.
- To ensure cashless catering system is run efficiently including support for parents and cost control

### **Human Resources**

- Oversee recruitment, onboarding, payroll coordination and HR record-keeping.
- Working with the School's HR provider to provide first line advice on policies and procedures, ensuring compliance with employment legislation.
- Manage the professional development, appraisal and training of support staff maintain records of CPDs.
- Oversee induction and training of all new staff.
- Oversee general personnel matters including employment clearance for new staff (employment checks) and issuing contracts of employment.
- Analyse workforce planning and proposed staffing models in alignment with the School Development Plan and projected budget.
- Oversee and review HR policies and procedures advising governors.

- To lead on the design and promotion of staff wellbeing initiatives, ensuring that the school's organisational policies, systems and processes contribute to a positive working culture.
- To oversee the school's single central records [SCR] ensuring compliance with KCSIE and Safer Recruitment and that there are no gaps in the database.
- To have overall responsibility for payroll via line management of the school's HR Lead ensuring that all staff are correctly paid in accordance with the Council's pay and conditions and STPCD.

### **IT Support**

- To have overall responsibility for IT via line management of the ICT & Network Manager.
- Have strategic and anticipative leadership of the development of our IT infrastructure.
- Advise on future technological development, alongside the IT Manager and SLT lead for curriculum delivery and development.
- To have overall responsibility for ensuring that the School's IT systems are well maintained and designed to enhance the teaching and learning within the School.
- To have overall responsibility for the planning and oversight of any IT projects and maintenance updates to ensure the IT systems and IT equipment are fit for purpose and that there is no unnecessary interruption to the teaching and learning.
- To work with the DSL and Information Officer to ensure e-safety policies and procedures are in place and their adherence.
- To ensure the School has all appropriate IT licences in place.
- Monitor the effectiveness and efficiency of contracted out operations to ensure value for money.
- To manage the ICT budgets, ensuring value for money
- Ensure risk management and contingency plans are in place for technological failure and other technology risks.

### **Compliance, Risk and Data Management**

- To have overall responsibility for Data Management via line management of the Data Manager.
- To have oversight of the school's ICT administrative function including ICT facilities, reprographics and telephones.
- Oversee and maintain the school's administrative and financial computer systems, ensuring data integrity and compliance.
- Ensure the school's website is compliant with current requirements
- Work with governors and the headteacher to ensure that a rigorous, streamlined process is in place to review and update all the school's policies in a timely fashion
- Implement and maintain appropriate management information systems (e.g. Novus/SIMs/Edulink/CPOMs/Access/HR and communication systems) for efficiency and reporting.
- Ensure all statutory returns and submissions (including census, school's workforce return) are accurate and timely.
- Ensure compliance with GDPR and data protection requirements via line management of the Data Manager.
- Ensure confidentiality of records and information is maintained.
- Maintain and test the school's business continuity and disaster recovery plans.

### **Marketing and Communications**

- Support the Headteacher in promoting the school's ethos, vision, values and achievements.
- Lead on marketing initiatives and communications that strengthen the school's profile and community partnerships.
- Support the development of income-generating activities and lettings.

- Prepare bids and generate new income streams and grant funding.
- Build strong partnerships with local community, businesses and organisations to enhance opportunities for pupils and families

### **Safeguarding**

- Act in accordance with Keeping Children Safe in Education and the school's safeguarding and child protection policies.
- Ensure all systems and processes promote the safety and wellbeing of pupils.
- Ensure all support services, contractors, lettings and third-party providers meet safeguarding requirements
- Maintain safer recruitment compliance for all appointments including third party providers

### **General**

- To have lead responsibility, working with the headteacher and SLT colleagues, for producing the school calendar, keeping it under review and ensuring effective consultation on its scheduling.
- To take part in whole-school training programmes and be responsible for your own professional development.
- To develop effective teams and collaborate with all other relevant members of the staff.
- To comply with the School's Equal Opportunities Policy
- To take part in whole-school initiatives and events.
- To attend relevant meetings (e.g. Governing Body meetings) as required.

### **Additional Information**

The Director of Operations will be required to safeguard and promote the welfare of children and young people and follow all school policies and the staff code of conduct.

The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.

Employees are required to comply with School Policies and to work cooperatively with colleagues to promote a positive school ethos.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role and is not a comprehensive list of all tasks that the Director of Operations will carry out. The post holder may be required to undertake other duties appropriate to the level of the role, as directed by the Headteacher.

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

Employees may deal with sensitive material and should maintain confidentiality in all school-related matters.

It will be updated periodically. The duties may be varied at any time to meet the changing demands of the school at the reasonable discretion of the headteacher/line manager.

# Person Specification

## Director of Operations

The following is a summary of the main attributes sought in candidates for the above post. It is recognised that no candidate will match the list perfectly, but the successful candidate will be able to demonstrate a good spread of attributes at a satisfactory level across the range as a whole.

### EDUCATION

<i>Essential</i>		<b>Evident in Application</b>	<b>Evident at Interview</b>
1.	Degree qualification in Business Management or related field	✓	

### Essential Skills, Abilities and Knowledge

<i>Essential</i>		<b>Evident in Application</b>	<b>Evident at Interview</b>
2.	Significant experience of working at a similar level in schools or similar environment	✓	
3.	Outstanding leadership and organisational skills	✓	
4.	Outstanding communication skills (oral and written)	✓	✓
5.	Significant experience of finance systems and Managing strategic financial plans.	✓	✓
6.	Significant experience of managing budgets, financial reporting, procurement and fixed assets.	✓	✓
7.	Ability to multi-task whilst maintaining attention to detail	✓	✓
8.	Ability to use technology to support the role	✓	✓
9.	Ability to deliver services and systems applicable for effective school management.		
10.	Ability to communicate clearly, concisely and sensitively in writing and orally with a variety of audiences	✓	✓
11.	Ability to work independently, setting and meeting deadlines; a creative problem solver who always wants to achieve better levels of service	✓	✓
12.	Ability to work collaboratively with colleagues as a member of the team		✓
13.	Ability to work successfully under pressure and prioritise effectively	✓	✓
14.	Ability to work flexibly	✓	
15.	Exceptional interpersonal skills	✓	✓

16.	Recent experience of health and safety and relevant government guidance	✓	
17.	A well-developed understanding of compliance		
18.	Ability to plan strategically for the short, mid and long term	✓	✓
19.	Experience of planning, managing and delivering projects	✓	
20.	A demonstrable commitment to Equal Opportunities and an understanding of multi-cultural communities	✓	✓
21.	Ability to take an active role in the maintenance of the site	✓	
22.	Understanding of and commitment to safeguarding children.		✓
23.	Sense of humour and perspective		✓
24.	High levels of integrity, honesty and endeavour		✓
25.	Energy, enthusiasm and resourcefulness		✓
26.	Significant procurement experience	✓	
27.	Proven experience of successful grants and bids applications	✓	
28.	Significant experience in budget management and setting a balanced budget.	✓	

### Working Arrangements

- As part of safeguarding children, the post holder will be required to undergo an enhanced DBS check
- This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed

## How to Apply/Recruitment Process

### Application deadline

Completed application form and DBS declaration must be received by deadline in the advert.

### Applications may be submitted to:

#### Email documents to:

admin@gladesmore.com

### Completing the application

Candidates are asked to complete all the standard information required on the application form and to submit a supporting statement addressing the job requirements.

### References

Candidates are advised that references will be taken up immediately after shortlisting. Candidates are asked to ensure that their referees are aware of the need to respond within the timescale set. In all cases two professional references are required.

The posts will be offered subject to satisfactory completion of pre-employment checks.

### Safeguarding children

Gladesmore Community School is committed to safeguarding and promoting the welfare of students and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an Enhanced Disclosure via the Disclosure and Barring Scheme, confirmation of qualifications, experience checks and satisfactory references. An online check of publicly available information will be completed to assess shortlisted candidate's suitability to work with our children.

### Feedback

Please note that we do not confirm receipt of applications.

### Selection process

Candidates who are shortlisted will be contacted and invited in to participate in the selection process. We do not inform candidates if they have not been shortlisted.

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