



Operations Manager

Location London
Salary £28,000 - £35,000 p/a
Contract Full Time - 37.5 hours/week

About us

School Space works with schools to rent out their facilities to the community. The income generated is used by the schools to improve the educational experience and facilities for their students, in addition to building stronger connections with the surrounding community. Having recently raised significant investment we are entering a period of rapid growth which will see us head towards our goal of giving £7m in income back to our schools by 2020.

Our culture

We strongly believe that our people are at the heart of our success. From weekly update videos from the founders, to regular training days, daily stand-ups, socials and unexpected 'magic moments'. Our core values are Transparency, Positivity, Initiative, Community, Drive/Passion and Learning. We are driven to improve and develop every team member at School Space and actively encourage all team members to proactively contribute to our culture.

Our impact

In the last 12 months, we've generated over half a million pounds for our partner schools. That equates to 200,000+ free school meals, 40 additional teaching assistants, 85,000 footballs but importantly, a brighter future for those schools.

Our story

In 2010, our founders, James and Jemma, became part of Wheatley Park School's Head Boy and Girl Team. In their final year, the school was put into 'special measures' by Ofsted. It became the pair's mission to show that their school was about more than this 'failing', and they struck on the idea of renting out Wheatley Park's facilities to generate income and open their doors to the local community.





Operations Manager

Why does this job exist?

Our London operation covers 10 schools (and growing), 20+ Community Connectors (the amazing people who open and close our schools) and thousands of events annually. The Operations Manager manages the relationship between our three key stakeholders that make all of that a reality: our partner schools, our customers and our team.

What kinds of things will you be accountable for?

Operations

- Overall management of our operations across London - there are a lot of moving parts to stay on top of in the day to day of the role. You would be a great fit if you love to organise, and have brilliant time management, prioritisation, and problem solving skills

- Conduct school performance reviews, and undertake actions as appropriate

Management

- Work closely with each of your School accounts to ensure that they are getting success out of the School Space/School Partnership

- Work with HR team and other Operational staff to ensure all personnel are fully trained and onboard with all the right systems and training

- Communicate recruitment needs to HR and work with them to inspire the School Space culture amongst our newest hires

- Helping the Team Manager oversee our pool of Community Connectors, where necessary

Financials and Reporting

- Provide regular reports of expected results, variances and comparisons to be fed back to management team - including but not limited to financials

Business Development

- Driving high level community relationships around each school zone - including relationship building with community leaders

- Constantly look for new schools who might want to partner with us

How will you know it's going brilliantly?

- You are achieving a high satisfaction score with all of your School accounts (measured fortnightly)

- The users of our venues are scoring our service/schools over 8 on the NPS scale and any issues are tackled head on with swift resolution and constant customer communication

- School revenues are on the up and contracts get re-signed at renewal point

What will help you succeed in this role?

- Attention to detail, handling all day-to-day tasks with diligence and pride



- A passion for helping Schools/education sector
- Confidence to account manage, ask the right questions, and have difficult conversations with a range of personalities, in the pursuit of providing great 'service' to our schools
- A sound ability to develop standards and provide innovation ops/strategic processes along with a good analytical and numerical skill set
- An ability to quickly problem solve and proactively address any worries and concerns from your School accounts
- Confidence to cope with the fast-paced, and changing nature of a growing company
- Excellent communication skills and empathy
- Experience working remotely, individually, and as part of a team
- An ability to see the positives of working in evolving business with new systems and process being brought in on a regular basis

Why should you work for us?

If the above wasn't enough(!), School Space is a family that cares about its impact. We sleep well at night knowing that we are contributing to a growing company, as well as providing schools with opportunities to increase their budgets and do good for their community.

Aside from this, being a small team, the exposure to all elements of business equips our team with the ability to turn their hand to many future endeavours!

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

To Apply: Please send your covering letter and CV to founders@school-space.org
Deadline: 15th February 2019