

Full job description

Job Title: School Operations Manager (In Toto Ed London)

Salary: £35,000 – £42,000 (Dependent on experience)

Contract Type: Permanent, Full-time, 52 weeks

Location: London (In Toto Ed London), with occasional travel to other In Toto Ed sites

Reports to: Headteacher / Director

About In Toto Ed

In Toto Ed is a progressive and values-driven group of independent special schools providing creative, personalised education for young people with additional needs.

With schools in London, Cambridge, and Peterborough, we are reimagining what education can be — inclusive, innovative, and ambitious for every learner.

At In Toto Ed London, we deliver bespoke programmes for students aged 11–16, combining academic and vocational pathways with creative and therapeutic approaches. Our community is warm, collaborative, and passionate about giving every student the chance to thrive.

The Role

We are seeking an experienced and highly organised School Operations Manager to lead the smooth, safe, and efficient running of our London site.

This pivotal role sits at the heart of the school's leadership team and ensures that all administrative, compliance, and site-based functions operate to the highest standards.

You will lead the Admin Department, oversee attendance and examinations, and coordinate all aspects of facilities, maintenance, and operational compliance. Working closely with the Headteacher, you'll ensure that every system and process supports a calm, safe, and inspiring environment for staff and students alike.

This is a full-time, year-round post offering significant variety, responsibility, and the opportunity to shape the operational backbone of a growing, forward-thinking school.

Key Responsibilities

Operational Leadership

- Oversee the day-to-day running of the London site, ensuring all administrative, facilities, and support services operate efficiently and effectively.
- Act as the main point of contact for maintenance, facilities contractors, and operational suppliers.
- Oversee cleaning, maintenance, and site presentation, ensuring spaces are safe, compliant, and welcoming.
- Support the Director of HR, Compliance & Safeguarding to maintain full compliance with Health & Safety, Fire Safety, and Risk Assessment standards.
- Coordinate staff training for first aid, fire safety, and manual handling.
- Manage procurement and contracts for cleaning, maintenance, catering, utilities, and other services — ensuring efficiency, compliance, and value for money.
- Support site-related contracts, leases, and insurance documentation, maintaining accurate records.

- Ensure the school is inspection-ready for Ofsted, DfE registration, and local authority reviews.
- Lead operational briefings, updates, and training sessions for staff.

Administration and Team Leadership

- Line-manage the Admin Department, ensuring effective systems, communication, and workflow.
- Oversee the Referrals Coordinator, ensuring accurate and compliant processes for new student placements and local authority liaison.
- Maintain efficient, secure administrative systems in line with GDPR and internal policy.
- Conduct regular team meetings and appraisals to support staff performance, development, and wellbeing.

Examinations and Assessment

- Take responsibility for all examinations, including GCSEs and vocational qualifications.
- Liaise with awarding bodies to ensure compliance with JCQ and exam board regulations.
- Manage exam entries, access arrangements, invigilation, and secure storage of materials.
- Work closely with teaching staff and the SENCo to ensure all students are appropriately entered and supported.
- Manage results day processes and post-results services, ensuring accuracy and secure record-keeping.

Attendance and Engagement

- Oversee daily monitoring of student attendance and punctuality using Arbor MIS.
- Produce attendance reports for SLT and local authorities, identifying trends and areas for action.
- Work with staff, families, and agencies to promote good attendance and engagement.
- Ensure attendance processes meet statutory DfE and Independent School Standards.

Facilities, Cleaning, and Maintenance

- Oversee daily cleaning and maintenance operations, ensuring high standards of hygiene, presentation, and safety.
- Liaise with contractors and maintenance teams to plan and monitor repairs, servicing, and safety checks.
- Maintain compliance logs for fire safety, electrical testing, water hygiene, and equipment servicing.
- Support audits, inspections, and capital improvement projects in collaboration with senior leaders.

Compliance and Data Management

- Maintain data accuracy and GDPR compliance across all administrative systems.
- Ensure the integrity of data within the Arbor MIS, including attendance and exam records.
- Keep up to date with changes in operational, H&S, and educational compliance standards.
- Maintain documentation, policies, and operational records for audit readiness.

Person Specification

Essential

- Proven experience in operational or administrative leadership within a school or similar educational setting.
- Strong organisational and planning skills, with excellent attention to detail.
- Experience using school MIS systems (ideally Arbor).
- Knowledge of JCQ exam regulations and DfE attendance requirements.
- Experience managing facilities, maintenance, and/or cleaning contracts.
- Excellent written and verbal communication skills.
- Understanding of Health & Safety, GDPR, and operational compliance.
- Proven experience managing staff or contractors.

In Toto London and Registered Head Office:

In Toto Ed Ltd
St Agnes House, Cresswell Park
Blackheath, London SE3 9RD
Company number: 14227246

- Ability to manage confidential information with integrity and professionalism.

Desirable

- Experience within Alternative Provision, SEMH, or Independent Schools.
- Familiarity with SEND referrals and placement processes.
- Experience managing or supporting capital improvement projects.
- IOSH or NEBOSH qualification (or willingness to train).

What We Offer

- Salary up to £42,000, depending on experience.
- Generous pension and wellbeing benefits.
- Unlimited access to an award-winning CPD platform.
- Fully funded Enhanced DBS and Paediatric First Aid training.
- Cycle to Work scheme and employee recognition awards.
- Health Assured EAP with 24/7 counselling, wellness app, and retail discounts.
- Free tea and coffee, free eye tests, and access to the gym.
- Wellbeing leave and a culture that values work-life balance.
- Free on-site parking, MacBook provided, and casual dress code.
- The opportunity to play a key role in a growing, forward-thinking education group.

Safeguarding Statement

In Toto Ed is committed to safeguarding and promoting the welfare of children and young people. All staff and visitors are expected to share this commitment. The successful applicant will undergo an enhanced DBS check and full pre-employment vetting.