ROLE DESCRIPTION | BUSINESS OPERATIONS MANAGER

THE SCHOOL

Glenaeon is an independent Steiner school offering a holistic curriculum from Pre-School to Year 12 that meets and enriches the NSW syllabus requirements.

Our educational philosophy and practice were developed by and evolves out of the work of Rudolf Steiner. Our approach to learning encourages expansive thinking, development of the living spirit and profound connection to the wisdom of the past, realities of the present and possibilities of future.

Learning at Glenaeon takes place in a truly unique setting blending natural and built environments within a deeply connected community – people, place, purpose.

OUR MISSION

We provide a holistic and rigorous education that inspires imagination, creativity and the growth of good character within a deeply connected community.

OUR VISION

"Our highest endeavour is to develop young men and women who out of themselves are able to impart meaning and direction to their own lives"

- Dr Rudolf Steiner (attributed)

ROLE PURPOSE

The Business Operations Manager works in close partnership with the Head of School to support the School's mission, vision and long-term objectives. The Business Operations Manager has oversight over key functions at the School, with a strong focus on financial management and reporting, planning, sustainability, risk and compliance. The Business Operations Manager is also responsible for Glenaeon's operations and facilities, ensuring that the School's physical infrastructure soundly supports its educational aspiration. This includes the planning and delivery of major capital works, oversight of the School's facilities management, as well as oversight of other operations contracted services. The ability to identify opportunities for operational efficiency and sustainable growth is essential to this hands-on role. The Business Operations Manager serves as a senior member of the Glenaeon Executive, and as the Glenaeon Company Secretary.

REPORTING RELATIONSHIPS

Reports To: Head of School
Key Relationships: Head of School

	Glenaeon School Board
	Executive Team
	Professional Services teams
	Parent Community
	Local Neighbourhood Community
Direct Reports:	Facilities Manager
	Assistant Accountant
	Accounts Receivable Coordinator
	Compliance / WHS Officer
	Traffic Warden
Contractors:	Cleaners
Other Reports	Security
	Pest Control
	Tree Management (incl Arborists)
	Waste Management
	Trades (Building Maintenance, grounds, specialist trades etc)
	Local Authorities (Council, Sydney Water, Ausgrid, Fire Services etc)
	Suppliers

KEY RESPONSIBILITIES

1. **Strategic Leadership**
   - Contribute to the development of strategic initiatives aligned with the School's mission and vision as a Steiner School.
   - Translate Glenaeon's strategic plan into actionable operational and business plans, with clear and regular review cycles.
   - Lead business and operational change initiatives when required and in line with the School's strategic plan, ensuring effective communication and staff engagement.
   - Contribute to the development and implementation of the School's Master Plan and development priorities over all three campuses.

2. **People Leadership**
   - Lead the finance and operations staff to deliver high-quality and timely services across their professional services areas.
   - Ensure clear delegation of responsibilities and accountability frameworks
   - Act as key point of contact for all finance and operations employees, including permanent, casual and contact staff, for payroll matters - including queries and issue resolution on matters of employment terms, conditions, pay and benefits - to ensuring accurate and timely support, referring the Human Resources Manager as required.
   - Support and uphold the leadership of the Head of School and the Executive team in all areas of operation.

3. **Finance**
   - Lead the development of, and accountability for the School budget and financial performance, including capital works projects.
   - Forecast cash flows to ensure long term financial viability and sustainability

- Implement strategies to optimise financial returns that align with the School priorities and strategies
- Manage the debt collection process with the School
- Provide ongoing and consistent analysis on enrolments, scholarships and expenditure.
- Manage relationships with banks, insurers and other external providers.
- Develop strong partnerships with and oversee the performance of contracted services
- Support the communication of capital initiatives to internal and external stakeholders.

4. **Facilities and Operations Management**
   - Oversee the maintenance and development of the School's property infrastructure across the School campuses to meet current and future needs.
   - Promote environmental sustainability and futureproofing in all facilities planning and operations
   - Ensure robust project governance, stakeholder engagement and transparent reporting for all capital initiatives.
   - Provide leadership to Facilities Manager to ensure that all School infrastructure is working efficiently and effectively in meeting the needs of the School community and support campuses readiness for School events and festivals.
   - Oversee the delivery of scheduled maintenance and construction works, ensuring minimal disruption to the School operations, and in accordance with WHS requirements.
   - Manage facilities contactors and service providers selection and hiring (including WWC, qualifications and insurance), and quality of performance.

5. **Risk and Compliance**
   - Demonstrate active and visible leadership in risk and compliance management.
   - Support the Risk and Compliance Officer in the oversight and currency of the School's policies and procedures, the management of legislative and operational changes to the School policies, and the management of all staff compliance training obligations.
   - In collaboration with the Head of School and Deputy Head, ensure risk and compliance matters are promptly addressed, and non-compliances are effectively resolved.
   - Ensure the maintenance of accurate, thorough and compliant operational records.
   - Provide periodic reports for the School council on risk and compliance matters.
   - Support the Head of School with the management of legal matters for the School.
   - Perform general Risk Assessments/SWMS/Contractor Induction as required.
   - Maintain accurate and current records and Material Safety Data Sheets for all dangerous goods held at the School, including chemicals and hazardous materials.
   - Oversee safety preparedness across the School's operations, including statutory compliance works (access, fire, utilities), working at heights, confined spaces, electrical hazards, Bushfire hazards.
   - Maintain Annual Fire Safety Statement and other statutory requirements.
   - Manage and oversee Emergency and Critical Incident Management readiness across School campuses, including the School's Business Continuity Planning, and evacuation and lockdown drills.

6. **Governance and Reporting**
   - Act as Company Secretary for Glenaeon and associated entities.

- Prepare monthly Financial, Operations, Risk, Compliance, Building and Facilities reports for the Board.
- Take an active role in the participation of the School's monthly Board meetings, and its related Committees as scheduled.
- Ensure arrangements for the School Board meetings are in place.
- Issue and share the School Board meetings agendas, meeting papers and minutes.
- Prepare annual financial reports for Glenaeon and associated entities.
- Liaise with external auditors for Glenaeon and associated entities, and manage the external audit process.

REQUIREMENTS FOR THE ROLE

- Degree qualifications in Business, Finance, Accounting, Law or a related discipline
- CPA or CA designation highly desirable
- Proven leadership capacity showing integrity and compassion.
- Demonstrated ability to lead and develop teams in a collaborative, constructive and proactive manner.
- Capacity to think strategically while maintaining strong operational insight.
- Alignment with the School's vision and mission as a contemporary Steiner school and as such, upholding the unique aspects of the educational offering, underpinned by Steiner's educational indications.
- Strong written and verbal communication skills
- High level of technical skills relating to building management, statutory compliance, WHS, grounds management, service contracts and contractor management preferred.
- Valid Working with Children Check

WORK HEALTH AND SAFETY (WHS)

Actively support the maintenance of, and contribute to the development of, a safe working environment by:

- Identifying and reporting incidents/hazards/injuries/potential hazards
- Participating in WHS training and education as appropriate
- Engaging with the School's WHS policies and procedures.

CHILD SAFETY

All children and young people who come to Glenaeon Rudolf Steiner School have a right to feel and be safe. We are committed to providing a child safe and child friendly environment, where children and young people are safe and feel safe, and are able to actively participate in decisions that affect their lives.

We have a zero tolerance for child abuse and other harm and are committed to acting in students' best interests and keeping them safe from harm.

The School regards its child protection responsibilities with the utmost importance and is committed to providing the necessary resources to ensure compliance with all relevant child protection laws and regulations and maintaining a child safe culture.

Each member of the School community has a responsibility to understand the important and specific role they play individually, and collectively, to ensure that the wellbeing and safety of all students is at the forefront of all that they do, and every decision they make.

The School's Statement of Commitment to Child Safety has been designed to reflect the National Principles for Child Safe Organisations.

TERMS OF EMPLOYMENT

Permanent full-time

REMUNERATION

Non-CMEA - in accordance with the National Employment Standards