

RUDOLF STEINER SCHOOL

OPERATIONS OFFICER

Role Overview

The Operations Officer reports to the School Management and works closely with the Administration and is responsible for providing oversight and support in the day-to-day operational functions of the school, ensuring a safe, efficient, and well-maintained environment for students, staff, and guest.

This role includes overseeing the maintenance of the school grounds and facilities, supervising transport, maintenance, compound and security personnel, ensuring high standards of maintenance of buildings, safety and security of the schools' assets, and compliance with relevant regulations. The position requires strong and conscientious leadership, organizational skills, and a proactive approach to operations management.

Duties and Responsibilities

1. Transportation Management:

- Oversee and manage the school's transportation system, including school buses and other vehicles.
- Liaise with Office Secretary for transport bookings and handle after hours / guests booking requests.
- Ensure timely, safe, and efficient transportation for students, staff, and school-related activities.
- Coordinate with in-house drivers / teachers transport contact to resolve scheduling or operational issues.
- Develop and maintain accurate records of transportation routes, schedules, students and staff ridership, and vehicle maintenance.
- Ensure all school vehicles are regularly inspected, maintained, and compliant with the relevant regulations.
- Handle any transportation-related emergencies, ensuring swift resolutions and minimal disruption to school operations.

2. Compound and Facilities (buildings) Oversight:

- Supervise the upkeep and maintenance of school buildings and grounds, ensuring that all areas are clean, safe, and fully operational.
- Overview with the Head of Maintenance, routine and emergency repairs of school facilities, including plumbing, electrical, and other infrastructure. Facilitate a quick response.
- Oversee janitorial and landscaping services to maintain cleanliness and aesthetic appeal of the school grounds and facilities.
- Work with maintenance / staff and/or contractors/ casuals to implement preventive maintenance schedules and address repairs promptly.
- Oversee water and electrical supply systems, ensure proper record keeping and uninterrupted supplies.
- Oversee the solar water pump is used optimally, and main electricity is only used in emergencies. Keep records and an overview.
- Ensure the client water records are kept updated and leakages identified quickly and resolved.
- Ensure school facilities meet health, safety, and regulatory standards at all times.

- Liaise with Management for special advice on maintenance questions.

3. Security Personnel and Asset Oversight:

- Supervise and manage security personnel, ensuring adequate coverage for school grounds, entrances, and events.
- Develop and implement security protocols to protect students, staff, and safeguard school property and assets.
- Coordinate with security staff on regular surveillance and unauthorised access to the school premises.
- Ensure security personnel are trained in emergency response procedures and provide ongoing performance feedback.
- Oversee the security, safety and movement of school assets, including furniture, equipment, and supplies, ensuring proper inventory tracking and protection from theft or damage.
- Ensure lights in locked rooms are switched off immediately (this requires easy access to keys), and security turn off security lights every morning at the end of the shifts.
- Overview the solar security system.
- Work to enhance security measures and address any safety concerns.
- Ensure the keys system in the school is organized and keys are secure with key backups.

4. Health and Safety Compliance:

- Ensure all school facilities and transportation services comply with health and safety regulations.
- Check smoke detectors/alarms and other relevant equipment regularly for their optimal conditions.
- Keep emergency preparedness plans up to date and record checks and drills.
- Participate, support and ensure regular safety drills, including fire, evacuation, and lockdown drills, ensuring staff and students are properly trained in emergency procedures and display procedures clearly in designated areas.
- Identify and address potential safety hazards in both the school buildings and transportation systems.
- Attend the Health and Safety Committee meetings.

5. Operational Support:

- Provide logistical support for school activities, including the coordination of transportation, facilities, security, and equipment requirements.
- Develop, implement and oversee daily, weekly and regular schedules with the transport, maintenance, grounds and security staff.
- Organise and supervise contractors and casuals when necessary, and ensure they meet legal provisions.
- Ensure work in the departments can continue when there is an absent staff member either by own staff or if necessary, seek a casual.
- Oversee staff signing in and out is accurately recorded at the gate.
- Take the daily staff register kept at the reception.
- Ensure/help staff complete leave out forms then file and record.
- Work closely with school leadership to address any immediate operational needs or challenges, and the development of relevant policies.
- Work closely with the school management in activities such as regular compliance audits and implementation of recommendations.

- Assist in the development of the school's operational budget for transportation, maintenance, security, and facilities services.
- Check all food, building / farm materials / equipment purchases for the school.
- Ensure stock is monitored and stock-takes are done regularly, and relevant purchases are made.
- Report losses to Management.
- Work with the School Management to ensure costs are controlled and operations are within budget.

6. Communication:

- Act as the primary point of contact for staff and students regarding operational concerns, including transportation, security, and facility issues.
- Maintain effective communication with all school staff to ensure that operational tasks are aligned with the school's goals and activities.
- Keep in good contact with neighbours and attend necessary Residents Association meetings.
- Provide clear and timely updates regarding changes to operational procedures and schedules.
- Update Management regularly.

7. Housekeeping Oversight

- Perform housekeeping staff reviews and encourage teamwork and work ethics.
- Ensure the availability of required materials and equipment for housekeeping services, health and safety, and ensure an inventory of the same is maintained.
- Ensure the guest houses are always safe, clean, conducive for guest use and any other school authorized activities.
- Ensure guest houses have the necessary food and cleaning supplies for their use, and liase with Administrator for any purchases/ restocking.
- Work with housekeeping staff to uphold the safety and security of all guest houses and their contents, and the safe custody and availability of keys when required.
- Act as contact person for all guest care, including showing guests around the school, their transport and any other needs. Liase with the Accounts Office for billing where applicable.
- Ensure timely repairs, maintenance and servicing requirements of guest houses when required.
- Oversee preparation of the annual housekeeping budget, including ad- hoc budgets, tracking expenses and ensuring cost-effective operations.
- Record incidents using the appropriate documentation and files.