



CHRIST'S COLLEGE  
CANTERBURY

**DIRECTOR OF OPERATIONS (Non-Teaching)**

**Position Description**

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**Reports to:** Executive Principal

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Christ's College Canterbury ("CC") is an independent boys' school and a registered charity. The single legal entity is managed as two arms – the school operations ("School" or "College") and the investment operations ("Foundation").

**Functional Relationships:**

**Internal**

- Executive Principal
- College Executive
- College Staff
- Non-Teaching Staff
- Students
- Board of Governors

**External**

- Non-Director members of Board Committees
- Parents (prospective and current)
- Wider College community
- Third parties (e.g. contractors, consultants, advisors, suppliers, architects, insurers)

**Primary Functions:**

Manage the strategic, tactical and functional non-teaching operations of CC.

Provide leadership of the non-teaching operations of the College ensuring compliance with all relevant laws and regulations and ensure that such operations support the growth and advancement of Christ's College in line with strategic direction established by the Board of Governors ("Board").

These do not include the areas of Finance, Advancement (event management, development, sponsorship and bequests, domestic and international admissions and reception) and Human Resources. These roles report directly to the Executive Principal.

Key responsibilities:

- Property Management
- Manage relationships with contractors, consultants, advisors, suppliers, architects, employee/tenants, insurers.
- Ensure regulatory and statutory compliance
- Advise the Board and sub-committees on matters relating to risk and health and safety
- Work with the Chief Financial Officer on the insurance renewal and operational processes
- Develop and maintain long-term asset management and facilities management plans as well as cyclic maintenance
- Manage the performance of the catering contract/Dining Hall operation, cleaning contract, laundry contract and fuel and energy supply contracts
- Manage tenancy agreements and tenant relationships in the role of landlord, review rent levels annually
- Manage the functional operation of the Boarding Houses – work closely with the House Masters
- Manage the efficient use of fuel and energy and instigate energy saving and decarbonisation initiatives
- Revenue generation in collaboration with the Advancement Team
- Property Plant and Equipment, Capital Work in Progress and Intangibles (Fixed Assets)

Manage the Facilities Management team, Risk Manager, Matrons and Uniform Shop Manager whose roles are responsible for the following areas:

- Building and equipment maintenance
- Property management
- Grounds maintenance
- Security
- Health and Safety
- Risk Management
- Procurement
- Uniform Shop

EXPECTATIONS OF APPOINTEE

**Professional Attributes**

- Demonstrated leadership ability
- Excellent interpersonal and communication skills
- The ability to foster trust and team cohesion
- Skills to mentor and professionally develop direct reports
- Professionalism and the ability to work cooperatively and effectively with College staff and develop professional relationships

- Strong commercial acumen
- Proven strategic management skills
- A drive for continuous improvement

#### **Personal Attributes**

- An alignment of personal values with College virtues (refer appendix)
- Empathy and sensitivity to others
- Ability to work independently and as part of a team

The appointee will need to develop a detailed understanding of College policies and procedures to effectively perform their duties.

#### **College Executive**

- As part of the College Executive, participate in long-range and strategic planning including facilities planning, and:
- Provide reports for the Board and Property sub-committee
- Provide advice on relevant College policy development and lead the drafting of policies and procedures as appropriate
- Actively participate in the management of College operations in association with other Executive members
- Participate in school, community and Advancement events

#### **Procurement and Contract Management**

- Whilst maintaining long-term positive relationships with suppliers and contractors, ensure that College contracts provide value for money
- Ensure that College procurement and contracting meets industry practice and College strategic plans, particularly in relation to major College contracts in collaboration with the CFO
- Drive the renewal of major contracts for the School including the following, with the CFO's review and approval:
  - Catering
  - Cleaning
  - Construction and maintenance
  - Tenancy agreements
  - Clothing shop supply

#### **Other Duties**

Carry out additional duties as required by the Board or the Executive Principal for the efficient management of the College

#### **DIMENSIONS:**

##### **Direct Reports**

- Facilities Manager
- Risk Manager

- Boarding House Matrons
- Uniform Shop Manager

### **Financial Delegations**

Delegations as per Board Delegated Authority policy.

### **COMPETENCIES:**

#### **Decision Quality**

Makes good decisions based on a mixture of analysis, wisdom, experience and judgment; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions

#### **Problem Solving**

Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers

#### **Motivating Others**

Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best of them; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working with

#### **Conflict Management**

Steps up to conflict, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise

#### **Action Oriented**

Enjoys working hard; is action-oriented and full of energy for the things they see as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others

#### **Organising**

Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner

#### **Integrity and Trust**

Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain

#### **Excellent Communication**

Writes and speaks clearly and succinctly in a variety of communication settings and styles; can communicate effectively

**Project Management**

Establishes systems to adequately monitor progress with projects or contracts, including their financial aspects. Identifies and contains risks related to projects/contracts and deals with performance issues with contractors. Monitors projects and delivers outcomes required on time and to budget

**Self Motivated**

Coordinates own work and achieves solutions while working alone. Does not require instructions or the monitoring of day-to-day activities; and delivers effective work

**Negotiating**

Can negotiate skilfully in tough situations with both internal and external groups; can settle differences with minimum noise; can win concessions without damaging relationships; can be both direct and forceful as well as diplomatic; gains trust quickly of other parties to the negotiations; has a good sense of timing

**Delegation**

Clearly and comfortably delegates both routine and important tasks and decisions; broadly shares both responsibility and accountability; tends to trust people to perform; allows direct reports and others to finish their own work

**Business Acumen**

Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting the business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace

**Influencing**

Can constructively influence others who are not direct reports in the interests of improving outcomes of the entity.

**Appendix – College Virtues**

HONESTY

LEARNING

SPIRITUALITY

RESPECT

COMPASSION

STEWARDSHIP

JUSTICE