



Operations Manager at Phoenix House

Phoenix House is a British prep school in the heart of Tokyo, providing an academically rigorous, nurturing, and enriching education for children aged 5-11. With strong values, a vibrant House system, a rich enrichment programme, and close links to Clarence International School (Pre-Prep) and Rugby School Japan (Senior School), Phoenix House is committed to providing an exceptional educational experience for every child.

Role Overview

The Operations Manager plays a pivotal role in ensuring the smooth, safe, efficient, and effective running of Phoenix House. As a key member of the school's middle leadership structure, the Operations Manager oversees the operational functions of the school, ensuring that staff and pupils can focus on teaching, learning, and community life in a well-organised and supportive environment.

This role requires a highly organised, proactive, and solutions-focused professional who can manage multiple priorities while maintaining high standards across facilities, health and safety, compliance, administration, events, logistics, and operational planning.

Key Responsibilities

Operational Leadership & Strategy

- Lead the day-to-day operational management of Phoenix House.
- Develop and implement operational systems and processes that support the school's strategic objectives.
- Contribute to whole-school planning as a member of the leadership team.
- Identify opportunities to improve efficiency, effectiveness, and service delivery across the school.
- Lead operational projects and support school development initiatives.

Facilities & Site Management

- Oversee the maintenance, security, cleanliness, and presentation of all school facilities.
- Ensure the school environment is safe, welcoming, and fit for purpose.

- Manage relationships with landlords, contractors, suppliers, and service providers.
- Coordinate maintenance schedules, repairs, and improvement projects.
- Monitor facilities budgets and ensure value for money.

Health, Safety & Compliance

- Lead all aspects of health and safety across the school.
- Ensure compliance with local regulations, safeguarding requirements, and school policies.
- Maintain risk assessments, emergency procedures, and operational documentation.
- Oversee fire safety, evacuation procedures, first aid provision, and crisis management planning.
- Support educational visits and residential programmes through robust risk management processes.

School Operations & Logistics

- Coordinate operational planning for school events, productions, trips, residentials, Sports Day, Speech Day, Open Days, and community events.
- Oversee transportation arrangements, logistics, venue management, and operational support.
- Ensure smooth daily school operations, including arrival, dismissal, visitor management, and operational communications.
- Manage school resources and operational procurement processes.

Human Resources Support

- Support recruitment, onboarding, and induction processes for new staff.
- Coordinate visa applications, employment documentation, and compliance requirements where required.
- Maintain accurate staff records and personnel documentation.
- Support staff wellbeing initiatives and operational aspects of workforce planning.

Budget & Financial Management

- Support the Head of School in operational budget planning and monitoring.
- Manage operational expenditure effectively and ensure value for money.
- Oversee purchasing, supplier relationships, and contract management.
- Monitor operational costs and identify opportunities for savings and efficiencies.

Risk Management & Business Continuity

- Develop and maintain business continuity plans.
- Lead operational responses to emergencies, disruptions, and unexpected events.
- Ensure the school is prepared for a range of operational scenarios.
- Monitor operational risks and implement mitigation strategies.

Community & Stakeholder Engagement

- Build positive relationships with staff, parents, suppliers, contractors, and external agencies.
- Support effective communication between operational teams and the wider school community.
- Represent Phoenix House professionally with external stakeholders.
- Promote a culture of service, collaboration, and continuous improvement.

Data & Reporting

- Maintain accurate operational records and compliance documentation.
- Prepare reports for the Head of School, Board of Governors, and leadership team as required.
- Monitor key operational performance indicators and identify areas for improvement.
- Ensure operational systems are robust, efficient, and data-informed.

Professional Skills & Attributes

- Strong leadership and operational management experience.
- Excellent organisational and project management skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Strong problem-solving and decision-making abilities.
- Excellent communication and interpersonal skills.
- Experience managing budgets, contracts, and suppliers.
- High attention to detail and commitment to excellence.
- Ability to remain calm and effective under pressure.
- Collaborative team player with a proactive and flexible approach.
- Commitment to the values and ethos of Phoenix House.

Desirable

- Experience within an international school or educational setting.
- Knowledge of Japanese regulations and operational requirements.
- Experience of facilities management, health and safety, or compliance.
- Japanese language skills.
- Experience managing large-scale events and operational projects.

Safeguarding & Child Protection

Phoenix House is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Successful applicants will be subject to background checks in line with safer recruitment policies.