

Cognita Schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and other third parties to share this commitment. Safer recruitment practice and pre-employment background checks will be undertaken before any appointment is confirmed.

Position Title	General Manager - Operations	Reference: 240517
Function/Department	Operations	Location: Hong Kong
Manager Title	Head of School and COO Asia	
Position Type	Permanent	
Position Status	Full Time	

Position Objective

The role of the General Manager is to actively support the strategic direction of Stamford, assuring its accountability and ensuring its effective operations to fulfillment of key objectives. The General Manager is responsible for the non-academic school operations and includes responsibility for:

- Finance and Procurement
- Admissions, Marketing and Communications
- Human Resources
- School Facilities and Management
- IT Operations
- Legal Compliance

Responsibilities

Finance & Procurement Management

- In collaboration with the Head of School and the Head of Finance, drive to meet or exceed P& L targets in terms of enrolment numbers, headcounts, costs, EBITDA.
- Manage cost, drive profitability and improve efficiency, accountability, control and visibility of the finance processes.
- Management of the balance sheet.
- Responsible for all finance and accounting processes, lead and manage all statutory and reporting requirements, budgeting and forecasting, cash flow management and taxation for all schools and legal entities.
- In collaboration with the Heads of Sub-School and the Head of Finance prepare yearly budget supported by a business plan including need for capital expenditure.
- Regularly monitor the financial forecast and set correctives measures to mitigate and manage risk and financial exposure.
- Responsible for all procurement and asset management at the school.

Marketing and Admissions

- Work with the Head of School and Admissions and Marketing teams to develop, manage, execute, monitor and measure the School's growth strategy.
- Ensure that the business strategy plans are based on sound financial basis and analysis.
- Monitor and be highly aware of market and competitive landscape and identify trends, risk and opportunities for the School through market intelligence and analytics.
- In collaboration with the Superintendent, determine competitive benchmarking to set tuition fees, to improve school positioning and to create new Unique Selling Points.
- Act as the representative and face of the School.

Human Resources

- Work closely with the School's HR Manager to ensure adherence to Regional HR policies, processes and guidelines.
- Ensure a robust performance management system for Operations staff.

IT Operations

- Oversee the complete IT operations at the school.
- Work closely with the school academic team to ensure that necessary technology is available to meet the school's programs and IT requirements.

Facilities Management

- Oversee the complete facility and security operations at the school, including transportation.
- Ensure optimum cleanliness and maintenance of the school premises.
- Responsible for cafeteria management and third party vendor management.
- Responsible for transport management and third party vendor management.
- Ensure all third party vendors are hired in line with the school's safer recruitment policy and safeguarding training is provided for all vendors.

Operations

- In conjunction with Head of School and the leadership team, ensure that both Voice of the Parent and Voice of the Employee scores are at the desired level.
- Oversee the compliance matters for Stamford and ensure adherence to EDB guidelines
- Inspire, lead, mentor and develop the functional teams. Ensure regular communication to support each team member to reach their full potential, with provision for succession.
- Collaborate closely with the various functions in the School and with those of the Regional office.

This is not an exhaustive list of the job scope. The job scope includes any incidental and administrative duties as are reasonably required or reasonable desirable for the performance of the duties set out above.

Position Requirements

- Strong leadership and management skills.
- Team builder and team player.
- Experience in influencing various functions including diverse multi-cultural teams.
- Ability to operate in a matrix organisation.
- Outstanding communication skills in English (written, oral, presentational).
- Ability to interact successfully with people from diverse cultures, from varying seniority levels, requiring skills in diplomacy and tact.
- Highly motivated with an eye for detail; pro-active attitude and passion for achieving results for the customer

Qualifications

- Bachelor's degree in business / finance / marketing or equivalent is required
- Minimum 10 years' experience, including at least 5 years in overseeing cross functional teams, collaborating with stakeholders at senior levels in a multinational high value service environment like retail or hospitality, or the education sector.

Contacts

- Other Stamford Teaching and Non-Teaching Staff
- Asia schools Operations teams and Asia regional office staff
- PTA

Working Conditions

- Duties performed within a school environment.
- Will be required to work independently and as part of a collaborative team.
- Extended working hours or travel to complete some projects may be required.

Terms of Employment

- Annual Leave: 20 days
- Working Hours 7:30 am – 4:30 pm, Monday to Friday
- Medical Benefits: Group medical insurance provided the applicant is not currently covered
- Probation Period: 3 months from date of commencement
- Referee request: Required
- Background Check: Required

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Safeguarding

The job holder's responsibility for promoting and safeguarding the welfare of children and young person's for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the relevant Cognita Safeguarding; Child Protection Policy and Procedures at all times. If in the course of carrying out the duties of the role, the job holder identifies any instance that a child is suffering or likely to suffer significant harm either at school or at home, s/he must report any concerns to the School's Designated Safeguarding Lead or to the Head of School or indeed to the Regional CEO or Regional Safeguarding Lead - Asia so that a referral can be made accordingly to the statutory services.