



# SIAS INTERNATIONAL SCHOOL

CARING  
懂得关爱

PRINCIPLED  
坚持原则

RISK-TAKERS  
勇于尝试

BALANCED  
全面发展

Phone (0371) 88908999 | 19137129398

Web: [www.siasinternationalschool.org](http://www.siasinternationalschool.org)

Intersection of Chaoyang Road and 4th Longteng St., Zhengdong New District, Henan Province, China 450000

## Operations Manager Job Description

**Department:** Operations Department

**Term of Employment:** 3 years

**Band:** Manager

**Reporting Accountability:** Head of School (HoS)

### Position Overview:

The Operations Manager holds a key leadership role at Sias IS, responsible for planning, coordinating, and overseeing the school's entire operational system. This role ensures that all operational functions run efficiently and in alignment with both international standards and local regulatory requirements. The Operations Manager supports the school's strategic development through effective resource management, team leadership, and quality assurance. A global perspective and strong cross-functional collaboration skills are essential to foster seamless integration across departments and promote a safe, sustainable, and innovative campus environment.

### Scope of Responsibility:

The Operations Manager is responsible for planning, coordinating, and overseeing all aspects of operational support at Sias IS. This includes campus facilities, safety, transportation, IT, catering, boarding, event logistics, contractor management and procurement. The role ensures that these functions meet the high expectations of an international school and support the institution's strategic development goals.

### Major Responsibilities and Duties:

#### 1. Administrative and Strategic Duties

Ensure internal systems and procedures are well-managed to support strategic goals and compliance.

- Develop and monitor annual operations budgets across all departments.
- Ensure proper management of the official school stamp and its use.
- Participate actively in weekly leadership meetings and contribute to institutional planning.
- Support the professional development of operations staff and foster a culture of continuous improvement.
- Maintain positive relationships with government agencies to support smooth operations and compliance.



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## 2. Campus Environment and Maintenance

Ensure the school provides a safe, attractive, and well-maintained physical environment that supports academic, artistic, and community use.

- Maintain cleanliness, safety, and high functionality of all buildings, classrooms, dormitories, and common areas.
- Lead the Maintenance Team to deliver scheduled and emergency maintenance services with excellent customer care.
- Oversee maintenance and improvement of international staff housing.
- Supervise decoration and renovation projects, including secondary school areas, the theater, and future construction initiatives.

## 3. Facilities and Event Management

Support school and community engagement through efficient event logistics and high-quality venue operations.

- Ensure the school theater is equipped and managed for internal and external performances.
- Develop and maintain year-round athletic facilities for student activities and community events.
- Provide hospitality services and logistical coordination for school events and important campus visitors.

## 4. Catering, Boarding, and Healthcare Services

Oversee essential student and staff services to ensure well-being, nutrition, and positive residential experiences.

- Develop and manage the school kitchen to provide healthy, affordable meals.
- Oversee the student boarding program, ensuring safety and comfort for residential students.
- Supervise the school nurse and medical clinic to maintain high standards of student health services.

## 5. Transportation and Security

Ensure safe, reliable, and professional transport and security services across the campus.

- Manage daily operations of student and staff transportation, ensuring adherence to safety protocols.
- Supervise vendor-provided security teams to maintain a safe school environment.
- Ensure drivers maintain clean records and deliver excellent service.

## 6. Smart Campus and Innovation

Lead the development of a technologically advanced campus that supports educational innovation and efficiency.

- Guide the planning and implementation of smart campus infrastructure.



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- Coordinate IT services to ensure seamless support for learning, administration, and operations.

## 7. Vendor, Contractor, and Procurement Management

Manage relationships with external service providers and oversee campus infrastructure projects and procurement activities.

- Oversee vendor services including landscaping, security, catering, and transport.
- Manage procurement of all goods and services across operational areas, ensuring quality, timely delivery, and cost-effectiveness.
- Identify and evaluate outsourcing opportunities to improve operational efficiency and reduce costs.
- Negotiate contracts with vendors and suppliers, ensuring compliance with the school's standards and budget.
- Collaborate with project managers to ensure projects are delivered on time, within budget, and meet quality standards.

## 8. On-Campus Residency

- Live on campus to enable rapid response to emergencies and ensure hands-on engagement with operational needs and the school community.

## 9. Other Duties

- Perform other tasks and responsibilities as assigned by the Head of School.

## Qualifications and Experience:

### 1. Educational Background

- Bachelor's degree or above in Operations Management, Business Administration, Engineering, Facilities Management, or related fields (Master's degree preferred).

### 2. Work Experience

- Minimum 5 years of professional experience in operations or facility management, with at least 3 years in a managerial or leadership role.
- Preferred experience in international schools, multinational organizations, or educational institutions.
- Proven ability to manage cross-functional teams, lead complex projects, and coordinate external service providers.
- Demonstrated success in areas such as campus operations, budget management, construction projects, and vendor oversight.

### 3. English Proficiency

- Advanced proficiency in English (listening, speaking, reading, and writing)



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- Capable of hosting English meetings, communicating clearly with international staff and vendors, and producing bilingual reports and documentation.

## 4. Core Competencies

### Cross-functional Collaboration

- Skilled at coordinating multiple departments and aligning operational support with academic goals.
- Able to manage relationships across diverse cultural and professional backgrounds.

### Project Management

- Strong planning and execution skills for infrastructure, maintenance, renovation, and service delivery projects.
- Effective at solving complex logistical and operational challenges.

### Crisis Management and Problem Solving

- Calm and responsive under pressure; able to handle emergencies and unexpected situations effectively.

## 5. Additional Skills and Knowledge

- Proficient in budget development and financial oversight for operational departments.
- Familiar with local regulatory and compliance frameworks, especially in education-related construction and safety standards.
- Understanding of international school operational needs, including student boarding, cafeteria management, IT infrastructure, and smart campus planning.
- Committed to continuous improvement, innovation, and alignment with global best practices in school operations.

*Sias IS is committed to the protection of all children and young people from harm. Belief in and alignment with Sias IS core values and mission statement are non-negotiable.*



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## 运营部经理 岗位描述

部门：运营部  
合同期限：3 年  
职级：经理  
汇报对象：校长

### 职位概述：

运营经理在西亚斯外籍学校担任重要领导角色，负责规划、协调和监督学校的整体运营系统。此角色确保所有运营职能高效运行，并符合国际标准及当地法规要求。运营经理通过有效的资源管理、团队领导和质量保证，支持学校的战略发展。全球视野和强大的跨部门协作能力对于促进各部门的无缝整合以及推动安全、可持续和创新的校园环境至关重要。

### 职责范围：

运营经理负责规划、协调和监督西亚斯外籍学校各项运营支持工作。这包括校园设施、安全、交通、信息技术、餐饮、住宿、活动后勤、承包商管理和采购等。此职位确保这些职能满足国际学校的高标准，并支持学校的战略发展目标。

### 主要职责和任务：

#### 1. 行政和战略职责

确保内部系统和程序得到良好管理，以支持战略目标和合规性。

- 制定并监控各部门的年度运营预算。
- 确保官方学校印章的正确管理和使用。
- 积极参与每周的领导会议，并为机构规划提供建议。
- 支持运营团队成员的专业发展，促进持续改进的文化。
- 与政府机构保持良好关系，以支持顺畅的运营和合规性。

#### 2. 校园环境与维护

确保学校提供一个安全、吸引人且维护良好的物理环境，以支持学术、艺术和社区活动的需求。

- 维护所有建筑、教室、宿舍和公共区域的清洁、安全和高效功能。
- 领导维护团队提供计划内和紧急的维修服务，并确保优质的客户服务。
- 监督国际员工住房的维护和改善工作。
- 监督装饰和装修项目，包括中学区域、剧院及未来的建设项目。



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## 3. 设施与活动管理

通过高效的活动中后勤支持和优质的场地运营，支持学校和社区的互动。

- 确保学校剧院为内部和外部演出提供设备和管理支持。
- 开发并维护全年开放的体育设施，供学生活动和社区活动使用。
- 为学校活动和重要校园访客提供接待服务及后勤协调。

## 4. 餐饮、住宿与健康服务

监督学生和员工的基本服务，确保身心健康、营养充足及积极的住宿体验。

- 设计并管理学校厨房，提供健康、实惠的餐食。
- 监督学生住宿项目，确保寄宿生的安全与舒适。
- 监督学校护士和医疗诊所，保持高标准的学生健康服务。

## 5. 交通与安全

确保校园内提供安全、可靠且专业的交通与安全服务。

- 管理学生和员工的日常交通运营，确保遵守安全规程。
- 监督外包的安全团队，确保校园环境的安全。
- 确保司机保持良好的记录并提供卓越的服务。

## 6. 智能校园与创新

领导开发一个支持教育创新和高效运作的技术先进校园。

- 指导智能校园基础设施的规划与实施。
- 协调信息技术服务，确保对学习、行政和运营的无缝支持。

## 7. 供应商、承包商和采购管理

管理与外部服务提供商的关系，并监督校园基础设施项目。

- 监督供应商服务，包括园林绿化、安全、餐饮和交通等。
- 管理各运营领域的所有商品和服务采购，确保质量、及时交付和成本效益。
- 识别并评估外包机会，以提高运营效率并降低成本。
- 与供应商和供货商谈判合同，确保符合学校的标准和预算。
- 与项目经理合作，确保项目按时交付、预算内完成，并符合质量标准。

## 8. 校园驻地

- 常驻校园，以便快速应对紧急情况，并确保与运营需求和学校社区的紧密联系。

## 9. 其他职责

- 履行校长分配的其他任务和责任。





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## 任职资格与经验:

### 1. 教育背景

- 本科学历及以上，专业为运营管理、工商管理、工程、设施管理或相关领域（优先考虑硕士学位）。

### 2. 工作经验

- 至少5年运营或设施管理相关的专业经验，其中至少3年担任管理或领导职务。
- 优先考虑有国际学校、多国企业或教育机构工作经验者。
- 具备管理跨职能团队、领导复杂项目以及协调外部服务提供商的能力。
- 在校园运营、预算管理、建筑项目和供应商监督等方面有显著的成功经验。

### 3. 英语水平

- 具备高级英语能力（听、说、读、写）。
- 能够主持英语会议，与国际员工和供应商进行清晰的沟通，并能够编写双语报告和文档。

### 4. 核心能力

#### 跨部门协作

- 擅长协调多个部门，并将运营支持与学术目标对接。
- 能够有效管理来自不同文化和专业背景的关系。

#### 项目管理

- 具备强大的规划与执行能力，能够处理基础设施、维护、装修及服务交付项目。
- 能够有效解决复杂的后勤和运营挑战。

#### 危机管理与问题解决

- 在压力下冷静应对，能够有效处理紧急情况和突发事件。

### 5. 额外技能与知识

- 精通预算编制和运营部门的财务监督。
- 熟悉当地的法规和合规框架，尤其是教育相关的建筑和安全标准。
- 了解国际学校的运营需求，包括学生住宿、餐厅管理、信息技术基础设施和智能校园规划。
- 致力于持续改进、创新，并与全球最佳学校运营实践保持一致。

西亚斯外籍人员子女学校致力于保护所有儿童和青少年免受伤害。对西亚斯外籍人员子女学校的核心价值观和使命声明的信仰和认同是不可妥协的。