



Stamford American
INTERNATIONAL SCHOOL
JOB DESCRIPTION

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	Operations Executive	Reference: 260821
Function/Department	Operations / ID Cards	Location: Stamford American International School
Manager Title	Operations Manager	
Position Type	Fixed Term till July 2022	
Position Status	Full Time	

Position Objective

The Operations Executive main responsibility is to provide logistical operational and administration support for the process of all Security Cards/Access (including Vehicle Decal) and all Operations (facilities) related administrative, Security Resource and System management and Training coordination.

Responsibilities

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 Child Protection Officer/Designated Safeguarding Lead or to the Head of indeed to the Regional CEP so that a referral can be made accordingly to the relevant third part services.

Security and Safe Guarding Management

- Manage Campus Security Operations
- Responsible for ensuring compliance of all safe guarding policies, especially with third party vendors management
- Conduct monthly Management Review with respective Service Partners, to establish standard of achievement and areas of improvement
- Responsible for the submission of Monthly Security Management and Project Progress Report
- Responsible in ensuring appointed security service partner provide approved resources according to contractual requirements on a daily basis
- Conduct monthly Security Management Review with Service Partner, to establish standard of achievement and areas of improvement
- Reviewing, establishing and enforcing security policies and procedures to maintain a safe and secure environment for the Campus such as Security SOP, School Lockdown Procedure etc.
- Coordinate and Conduct periodical security structured and scenario-based training program for the Campus Security Team and to the community.
- Attend to all Security issues and matters surfaced in and around Campus on a daily basis
- Conduct investigations and reports of all noted incidents, hazards and accidents in and around Campus
- Coordinate all Security Induction Checklist and Background Screening of all vendors

Security System Management

- Manage Campus wide security system such as Card Access system, CCTV system, Bollard system etc.,



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- Plan, coordinate and manage Security System maintenance works and also follow up on repair and replacement works.
- Conduct periodical review of Security system and service standard to ensure proper functionality of system and provide recommendations for improvements and enhancements.
- Supervise projects such as improvements works of existing security system and integration works.

Support issuance of access IDs (parent, student and staff) and car decal

- Coordination and production of ID cards and processing of student wristbands and car decal
- Troubleshoot and keep records up to date for student wristbands, family ID cards, staff ID cards and car decals
- Receive and respond to calls and emails from parents regarding their questions or concerns about wristbands and ID Cards
- Work with Parent Helpdesk, Sub-Schools, IT Office and Cafeteria Team, including Campus Online, Vertical Payment System and AXIOM system on any card matters
- Coordinate the maintenance and servicing of the following platforms: AXIOM Card Access program and any other security related system
- Organize, coordinate and supervise Parent ID cards booth during orientation and back-to-school night independently and provide guidance to additional resources hired
- Any other projects/duties as assigned by the Campus Operation Management
- Ensuring confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity
- Abide by and facilitate adherence to all applicable laws, rules, regulations, policies, and procedures: maintain professional ethical standards; maintain high level of professional development/knowledge

Support the Operations Manager on office administration

- Administration and maintenance of all Operations Staff background check reports and Sub-contractor particular list database
- Assist in the conduct and coordination of periodic training and assessments, including Health & Safety / Safeguarding training programmes to vendors/contractors of the Operations Team
- Manage and coordinate all Courier and Mail Postage services for the Campus
- Support the Campus Management Office in periodic and ad-hoc tasking/assignment
- Support the Head of Campus Security in security administrative when required.

Position Requirements

- Ideally 2 years or more experience in a Security industry related supervisory/administrative role.
- Ability to work under pressure and use of initiative is essential
- Highly motivated with an eye for detail and quality of work.
- Must be thorough with excellent eye for detail in all areas (especially in ensuring data entry accuracy)
- Must be reliable and flexible, with ability to multitask and meet deadlines.
- Must have good communication skills in English, both spoken and written.
- Ability to work independently, as well as in a small team, with people from multi-national and diverse backgrounds.
- Proficient in IT skills with good MS Office knowledge
- Must have a pleasant, outgoing personality, high standard of personal presentation and good work ethic
- Highly motivated and team-oriented
- Organized, meticulous and able to prioritize and completes work within deadlines
- Must at all times, exercise discretion and confidentiality
- Demonstrates the Stamford Values –Courage, Ingenuity, Compassion, Integrity



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Qualifications

- Preferably a Diploma in security management or related discipline or work experience in lieu.
- Diploma in Facilities Management with 3 years experience in managing security resource and system.
- Possess a valid PLRD security license, will be an advantage.
- Very good problem-solving skills
- Experienced in use of MS Excel spreadsheets and databases, MS Word, Email and Internet
- Excellent communication skills – oral and written (English)
- Good interpersonal skills (particularly with internal stakeholders)
- Flexible with regards to changing duties.

Contacts

- Direct reporting to the Operations Manager
- Internal Stakeholders, namely Staff and Students
- External Stakeholders, namely Parents and Vendors

Working Conditions

- Duties performed within a school environment
- Will be required to work independently and as part of a collaborative team effort
- Extended working hours to complete some projects may be required
- Occasional evening and weekend work

Terms of Employment

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| • Working Hours | 8:00 am – 5:00 pm, Monday to Friday |
| • Annual Leave | 21 working days in a year |
| • Medical Benefits: | Medical insurance provided where applicable |
| • Sick Leave/Hosp: | 14 days sick leave and 60 days hospitalization leave in a year |
| • Probation Period: | 3 months from date of commencement |
| • Referee request: | Required |
| • Background Check: | Required |