



Job Description

Position: Operations, Risk, and Safety Manager

Department: Overall organization

Work Percentage: Full Time

Months: 12

Supervisor: Headmaster

Overview of position:

The Operations, Risk, and Safety Manager is an experienced leader, responsible for managing and directing several key operation departments of the TASIS, The American School in Switzerland SA. Founded in 1956, TASIS is the oldest American boarding school in Europe, with a long tradition of inspiring young people to become the best versions of themselves and a guiding philosophy that seeks to promote intellectual curiosity, civility, kindness, compassion, and ethical behavior as outlined in our Mission and Paideia.

The school is looking for leaders who proactively seek improvements in their areas; work collaboratively with others; proactively plan for the future while attending to the day-to-day needs of the school; anticipate needs and address them; can think “big picture” while attending to the necessary details; coordinate with and among departments as necessary; and who work diligently with high ethical standards.

He/she manages overall operations and is responsible for the effective and successful management of labor, productivity, quality control and safety measures as established and set for the individual departments. He/she ensures safe and efficient operations, and serves as a company representative on regulatory issues and contract negotiations.

He/she proactively seeks ways to enhance and improve the operational procedures, systems and principles in the areas of information flow and management, business processes, enhanced management reporting and looks for opportunities to expand systems and improve efficiency while maintaining high-level services. The Operations Manager carries out supervisory responsibilities in accordance with company's policies and applicable laws.

He/she also discusses and organizes the budget of the departments in collaboration with and under the guidance of the Head of Finance and Accounting and assures that the departments are operating within the established budgetary limits given by the Head of Finance and Accounting.

The Operations, Risk, and Safety Manager is also responsible for planning, overseeing and leading projects from ideation through to completion for the entire Organization. He/she is responsible for supporting and guiding the overall Organization while working on a specific project, whether it is related to his/her direct or indirect line reports. He/she periodically contributes to the development of policies, processes and procedures that align with best practice in project and operations management.

Operation Departments: Food and Beverage Department

- Food Service (Catering)
- Kitchen
- Snack Bar
- Security
- Reception
- Health Center
- Information Technology

Areas of direct Responsibility:

- Scheduling and Calendar Management
- Analysis of overall space management on campus (academic, student life, operational)
- Transportation and Vehicles
- Overall Risk & Safety (covid and non-covid related activities) for both academic year and summer programs
- Overall safety compliance with local and federal regulations
- All forms of safety and fire drills
- Lead the TESIS Green Committee and sustainability efforts
- Student Protection and Safeguarding
- GDPR compliance
- Relations and liaison with local community and authorities

The Operations, Risk, and Safety Manager will have the following direct reports: Executive Chef, Catering and Snack Bar Coordinators; Security Coordinator; Receptionist; Health Center Manager; and Information Technology Director.

Main responsibilities:

- Manages and directs Operation Department staff members in conjunction with the Operation Department Heads;
- Works closely with Operation Department Heads on other special planning and departmental projects;
- Works closely with the other Department Heads to ensure all operational, administrative, and compliance functions within the organization are being properly executed in accordance to regulatory-based best practices;
- Oversees operational systems, processes, and infrastructure while looking for opportunities of improvement or revision;
- Oversees school calendar, non-academic scheduling and coordination;

- Ensures efficient, safe, and effective use of space on campus
- Oversee the Health Center
- Oversee the Reception functions and services
- Lead training and practice of all safety drills
- Anticipates and tracks operational and tactical risks and provides strategic solutions;
- Manages day to day business of the operations department while balancing the responsibilities of various business lines such as business analysis, vendor, and risk management;
- Identifies trends and assess opportunities to improve processes and execution;
- Completes reasonability testing and information validation prior to circulating findings and recommendations to key stakeholders;
- Establishes and maintains credible, professional relationships with clients, internal business lines, and external vendors;
- Assesses a variety of situations and provides clarity to team and stakeholders;
- Solicits and responds to feedback while gaining commitment and support;
- Supports back-office and ensures consistency and quality standards are met by all the Operation Departments and projects pertaining to the overall Organization (e.g Risk & Safety);
- Addresses operational concerns and issues, monitoring overall customer satisfaction;
- Develops and implements operational procedures and policies;
- Stays up to date on local regulations, trends, and technology;
- Support and guide the organization through the strategy, implementation and completion of specific projects;
- Plays a significant role in long-term planning, project status reporting, and implementing control processes;
- Ensures seamless business execution, reinforces positive morale, and uphold company values;
- Ensures compliance with GDPR and local, and federal safety regulations through the Risk and Safety Committee;
- Chair the Risk and Safety Committee
- Leads the preparation and updating of the TASIS Risk Register by coordination with other key elements of the organisation;
- Work with the Director of Summer School to ensure that all operational and safety matters are managed prior to beginning of summer sessions;
- Available to Summer Programs as needed for consultation and support while summer sessions are in progress.

Educational background and professional experience required:

- Bachelor's and/ Master's degree in program management, business or public administration, technical management, information systems, engineering, finance/accounting, or related fields;

- Minimum five (5) years of recent overall high-level management experience in operations and safety at schools;
- Demonstrable senior leadership and team management experience;
- Proven experience of managing a range of support services to an exceptional standard.
- Proven track record in purchasing.

Professional and personal skills needed:

- Fluency in English (either mother tongue or at least a C1/C2 level)
- Fluency in Italian preferred (either mother tongue or at least a B2 level)
- Familiarity with another Swiss language preferred (French, German)
- Excellent interpersonal communication skills;
- Ability to multi-task and manage various project elements simultaneously;
- Proactive mindset;
- Excellent ability to negotiate contracts with external partners/vendors;
- Big-picture thinking and vision;
- Ability to conduct research for special projects, respond timely inquiries, and present prompt and clear written/oral briefings;
- Ability to work with details and time-sensitive issues;
- Excellent decision-making skills;
- Excellent response to high-pressure situations.
- The ability to develop and lead multi step projects and initiatives.
- The ability to see the big picture and find long-term solutions.

Additional comments:

The Operations, Risk, and Safety Manager might be requested to perform other duties relevant to the position; these duties will be assigned by the School and will be in line with Swiss law provisions.