AF School Ops Roles & Responsibilities

| **AREAS OF RESPONSIBILITY** | **EXAMPLE OF WHAT A FABULOUS OPS TEAM CAN DO FOR YOU**  | **FEEDBACK/IDEAS** |
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| **Attendance System** | * **Reliable systems for tracking staff and student attendance**
* **Reporting capabilities**: student attendance by school, grade, advisory, reason code, etc; staff attendance by staff member.
* **Student/parent communication system re: lateness/absence**
* **Student withdrawal process**, provided school leadership and AF valuable summary information.
* Determines attendance bonus.
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| **Board/Authorizer Relations/Compliance** | * Attend all board meetings, helps principal prepare for meetings re: any questions on ops-related issues. Creates the school’s board report based on school data and in interview with the principal.
* Debrief board meeting re: meeting follow ups.
* Serve as Team X’s primary school based point of contact and partner with RDO on all logistical aspects of charter renewal
* Develop and implement protocols to ensure that the school executes all necessary compliance procedures and collects all necessary data to meet the reporting requirements of the school’s authorizer and other regulatory bodies.
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| **Facility Management & Appearance** | * Create facilities that have a bright and inviting educational atmosphere, communicate excellence and professionalism, and inspire learning and achievement.
* **Ensuring the facility in general looks the best it can** – e.g., regular classroom walkthroughs, liaising with custodial staff, creating a system to refresh bulletin boards regularly refreshed, provide teachers or grade level teams with data for boards or soliciting student work for display.
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| **Field Lesson Planning** | * With guidance from dean(s) & principal on instructional priorities and non-negotiables, own logistics of all off-site field lessons – create staffing plan, itineraries, contingency plan and handle non-instructional aspects of field lessons.
* Work with trip leaders to ensure that all fiscal policies are adhered to during field trips and lessons (i.e., cash, cc).
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| **Food Services** | * **100% documentation of scholar FRPL status**.
* Ensure daily food service does not interfere with instructional time
* **Ensure proper meal tracking**, explore healthy snack options and proactively plan food services needs of scholars for field lessons.
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| **Human Resources** | * **Serve as on-site HR expert**.
* **Maintain all HR records as necessary on site and in AF’s HRIS system**. Make sure offer/renewals letters are signed and filed, staff are adequately on-boarded, payroll information is kept up to date, health care benefits and retirement paperwork are handled properly
* Deal with trickier HR issues: plan for maternity/paternity leaves, initial response to sexual harassment accusations, workers compensation or wrongful termination claims.
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| **Infinite Campus** | * **Ensure school leaders, teachers and staff have complete and accurate data needed to be successful in promoting great attendance, minimizing behavioral incidents, providing a safe learning environment and communicating with parents**.
* Offer IC expertise, train and troubleshoot IC issues with staff.
* At present, can produce basic data (e.g., student attendance by grade). Going forward, aim to increase SSM capacity to run ad-hoc reports based on SLT needs.
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| **Information Technology** | * **Troubleshoot basic technology problems and provide useful tips to staff on common technology use**. Serves as liaison to Team IT for technical issues related to computers, phones, VPUs, doc cams, etc.
* Notify IT of new staff 2 weeks in advance so that equipment is available for day one.
* **Provide an IT workspace** where teachers can connect their laptops.
* **Manage and distribute spare laptops** kept on site
* Proactively reach out to SLT and IT to plan any technology related enhancements or additional purchases associated with Readiness
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| **Main Office & Equipment Maintenance** | * Ensure that copier machines, fax, phones and postage meters are always in working order, **clear instructions for operating equipment** (particularly copy machines) are readily available and that mechanical problems are dealt with immediately when/if they arise.
* **Ensure that the space is adequately decorated** (student art, core values, plants, seasonally appropriate décor, etc.) and that visitors are welcomed, asked to sign a **visitor log** and that **adequate seating** and water are made available.
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| **Procurement/****Purchasing** | * **Establish a clear system for staff to request items** and then works to fulfill all standard requests in 24-48 hours. **Regularly used supplies are identified and replenished without staff request**; essential supplies are never missing.
* Proactively reach out to principal for planning session, place orders well in advance, maintain up-to-date records of what has been ordered vs. has arrived.
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| **Progress Reports, Report Cards, Transcripts** | * **Serve as liaison between Team Data and SLT so that appearance of and information on Progress Reports/Report Cards/Transcripts meets school expectations based on unique needs** (i.e., distribution to colleges).
* Produces documents in a timely fashion, provide sufficient time for SLT to spot check for errors and teachers to prepare for family conferences.
* **Work with deans to create a project calendar/map to deliver reports on-time based on instructional timelines**.
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| **School Budget** | * Meet monthly with principal to **review highlights of budget to actual performance year to date and a forecast for the year**
* **Make active budget management recommendations** (i.e. cuts, additions, re-allocations) and advocate for “best use of funds.”
* **Manage all aspects of day-to-day financial operations** in compliance with AF’s fiscal policies & procedures, ensures that the campus has a clean audit and no “repeat findings.”
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| **School Culture System & Behavior Tracking** | * **Ensure school culture systems are in place, well-designed and efficient** – i.e., create project plan for implementation, own day-to-day execution, audit system accuracy and effectiveness , make adjustments as necessary.
* Coordinate with and get cooperation from SLT and other staff members, particularly around parent communication, teacher training, overall messaging and buy-in.
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| **School Readiness & End of Year Close-Out** | * **School Readiness**: Creates a detailed plan for accomplishing core ops projects based around the School Readiness toolkit and works closely with SLT on integrating ops specific readiness planning with the school’s larger readiness efforts.
* **End of Year Close-Out**: Help develop plan for and own logistics around the ending of one school year and the beginning of another school year, including but not limited to: **EOY close out of classrooms, execution of facilities maintenance/upgrade projects, staff member transitions (in and out), purchasing, etc**.
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| **School Safety** | * **Ensure that every room has an exit plan and emergency binder with student class lists, that the school has an exit route for drills, and that the school has a reliable safety plan documented**.
* **Ensure that staff is aware of relevant emergency protocols, an appropriate number of staff members are trained in safety procedures** (i.e. CPR) **and reports are filed for any accidents/incidents**.
* **Owns coordination of all fire drills and other related emergency drill preparations** (e.g., lockdown)
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| **Special Event Planning** | * Help execute smoothly run and well received Report Card Night, Family Chat, Graduation or Visitor Day with guidance and support (coordination and input) from SLT and staff.
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| **Staff Certification** | * Work with teachers, Network Support and other external agencies to develop a pathway and plan for every teacher in need of certification.
* **Serve as on-site resource for questions related to staff certification, troubleshoot certification issues, provide teachers with reminders regarding upcoming deadlines and assist staff as they progress through the certification process**
* **Ensure that the principal and appropriate Network Support staff (i.e. RDO, Regional Superintendent) are kept abreast of the school’s overall certification picture** (i.e. certified vs. uncertified) and of teachers who regularly delay taking requisite next steps.
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| **Staff Culture & Joy Factor** | * **Assist with AF Wide PD day, pre-planned staff appreciation days/week and impromptu celebrations** – i.e., purchase and distribute all gifts associated with holidays or staff appreciation, order food for appreciation weeks, special PDs, early mornings or late nights, maintain calendar of staff birthdays and facilitate appropriate celebrations.
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| **Staffing & Substitutes** | * Support hiring efforts by providing class schedules and rosters to Team Recruit so that recruiters can schedule and host finalist interview days. Also coordinate events for external candidates, in partnership with recruiters.
* **Arrange for substitutes**, ensure that adequate systems and external relationships are in place (i.e. temp agencies) and that **teaching staff are aware of the protocols to follow when requesting time off in advance or at the last minute**.
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| **Student & Family Communication** | * **Support principals in streamlining information that goes home to parents and caregivers** (i.e. memos, newsletters, auto-dialers, etc.)
* **Parent Newsletter**: coordinate, solicit & compile contributions, format and distribute parent newsletters.
* **Staff Memo**: assist with regular staff memos, possibly contribute content to memos and/or help outline memo content.
* **Surveys**: create surveys, plan timelines, administer to staff and compile results for the leadership team.
* **Scheduling**: schedule family chats and other parent meetings (e.g. meetings for parents with chronic attendance issues)
* **Auto-dialers**: pre-record phone messages to go home to families in advance of key school events (e.g. report card night & family chats) and/or in reaction to unforeseen events (e.g. late bussing, snow)
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| **Student Health Services** | * Ensures that students have access to the health resources they need to be fully engaged in a demanding educational day.
* **Coordinate with nurse to ensure that school is compliant with state law on medication administration, mandatory physicals and screenings, immunizations and athletic participation**.
* **Coordinates with nursing staff to ensure that they have the training and resources they need** **to care for student health needs**
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| **Student Testing** | * 100% of scholars take 100% of the internal (e.g., IA) and external standardized tests (e.g., state test).
* **Partner with Dean(s) and/or teachers to manage the logistics of student test administration**, ensure that 100% of IA’s are uploaded in advance of data day, determine whether to have an exam scored internally or externally, determine optimal testing schedule, place orders for test materials well in advance, pre-fill answer tests with key student information, photo copy test materials and other similar tasks.
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| **Student Transportation** | * **Coordinate daily and field lesson student transportation services**
* Manage behind the scenes problem solving with external service providers and proactively communicate with parents.
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