



Queen
Elizabeth's
School

GURUGRAM, INDIA



CANDIDATE BRIEF FOR THE APPOINTMENT OF

Head of Operations



Welcome Message

Thank you for your interest in joining Queen Elizabeth's School, Gurugram. I am delighted you're exploring the possibility of becoming part of our extraordinary journey. At Queen Elizabeth's Global Schools, we are doing something truly special. We are building an ambitious and inclusive family of schools inspired by the values and heritage of our founding school Queen Elizabeth's School, Barnet—one of the UK's most academically distinguished institutions. But while our standards are world-class, our mission is deeply human: to nurture confident, able, and responsible young people, who are ready to shape the world with both intellect and integrity.

We are unapologetically aspirational for every child and every colleague. That means we expect the best, but we also give our best. As part of our team, you'll find yourself surrounded by high-performing, like-minded professionals who support, challenge, and inspire one another every day. You will be empowered to lead, to grow, and to make a genuine impact. We are proud of the diverse and inclusive communities we are cultivating across our schools, and safeguarding is central to all that we do. This is a place where every individual, regardless of background, is seen, heard, and valued.

If you believe in the power of education to transform lives, and if you are excited by the idea of helping shape something exceptional from the ground up, we warmly invite you to take the next step with us.



Caroline Pendleton-Nash
CEO, Queen Elizabeth's Global Schools



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The School

At Queen Elizabeth's School, Gurugram, we proudly extend the distinguished legacy of Queen Elizabeth's School, Barnet—one of the United Kingdom's most celebrated academic institutions. Founded on centuries of tradition and intellectual rigour, our branch schools uphold an uncompromising commitment to academic excellence, character formation, and cultural enrichment.

Our vision is to cultivate dynamic, world-class learning environments where the next generation of confident, able, and responsible young people are shaped. We challenge our students to think independently, lead with purpose, and embrace a global perspective—all within a community that values tradition, discipline, and innovation.

By blending the timeless values of our founding school with the opportunities of a rapidly evolving world, we ignite curiosity, inspire ambition, and prepare our students to make meaningful contributions to society—as scholars, leaders, and changemakers.





The Opportunity

We are seeking an exceptional Head of Operations to lead and deliver operational excellence at Queen Elizabeth's School, Gurugram. This is a rare opportunity to build world-class operational systems from the ground up within a prestigious British international school renowned for academic distinction and holistic development.

The ideal candidate will be a strategic and experienced operations leader with a deep understanding of the K-12 international school environment and a proven track record of managing complex, high-quality school operations. You will be responsible for overseeing all non-academic functions—including facilities, health and safety, procurement, IT, and compliance—ensuring they operate to the highest standards and align with our values and vision.

As a key member of the founding team, you will play a critical role in establishing Queen Elizabeth's School, Gurugram as a benchmark for operational excellence, supporting our growth and ensuring an exceptional experience for students, staff, and families alike.

If you are driven by precision, thrive in a fast-paced, high-performance environment, and are passionate about building systems that enable excellence at scale, we would be delighted to hear from you.

The Role

Job Title: **Head of Operations**
Reporting to: **Principal**

Strategic Leadership

- Develop and implement a long-term operational strategy aligned with the school's vision and objectives.
- Provide guidance and leadership to all operational departments, ensuring their goals support the school's strategic plan.
- Lead the development and execution of operational policies and procedures, ensuring compliance with local regulations and best practices.
- Advise the Executive Head and Governing Body on operational planning, budget management, and resource allocation.

Financial Oversight

- Work closely with the Finance team to prepare and monitor the school's budget, ensuring financial sustainability and efficient resource management.
- Oversee financial operations, including payroll, procurement, and contracts, ensuring compliance with financial regulations.
- Identify cost-saving opportunities and manage risk to ensure long-term financial stability.
- Contribute to fee-setting discussions and financial reporting to the Governing Body.

Facilities and Infrastructure Management

- Oversee the maintenance, security, and development of all school facilities, ensuring a safe and high-quality environment for students and staff.
- Collaborate with the Facilities Manager to plan and execute campus improvement projects and ensure regulatory compliance (e.g., health and safety, fire safety).
- Ensure sustainability initiatives are embedded in facilities management, including energy efficiency and environmental impact reduction.
- Oversee the use of school facilities for events, both internal and external, ensuring efficient scheduling and operations.

IT and Technology Oversight

- Collaborate with the IT Manager to develop and implement the school's IT strategy, ensuring cutting-edge technology supports teaching, learning, and administration.
- Oversee the maintenance and security of IT systems, including data protection compliance (GDPR or equivalent).
- Ensure staff and students have access to reliable and effective technological resources.
- Lead projects related to digital transformation and innovation.



Health, Safety, and Risk Management

- Oversee the school's health and safety policies and ensure compliance with all local and national regulations.
- Collaborate with the Health and Safety Officer to conduct risk assessments, safety audits, and emergency planning.
- Ensure the school provides a secure environment for students, staff, and visitors.
- Manage the school's response to critical incidents, ensuring efficient resolution and communication.

Transport and Catering

- Oversee school transport services, ensuring safety, efficiency, and punctuality in operations.
- Manage the school's catering services, ensuring high standards of food quality, nutrition, and hygiene.
- Lead initiatives to improve sustainability and environmental responsibility in transport and catering.

Community Engagement and Stakeholder Relationships

- Represent the school in interactions with vendors, contractors, regulatory bodies, and external partners.
- Act as a point of contact for parent and community concerns related to operational matters.
- Contribute to marketing efforts by ensuring operational excellence enhances the school's reputation.
- Collaborate with the admissions team to ensure operational readiness for prospective families and events.

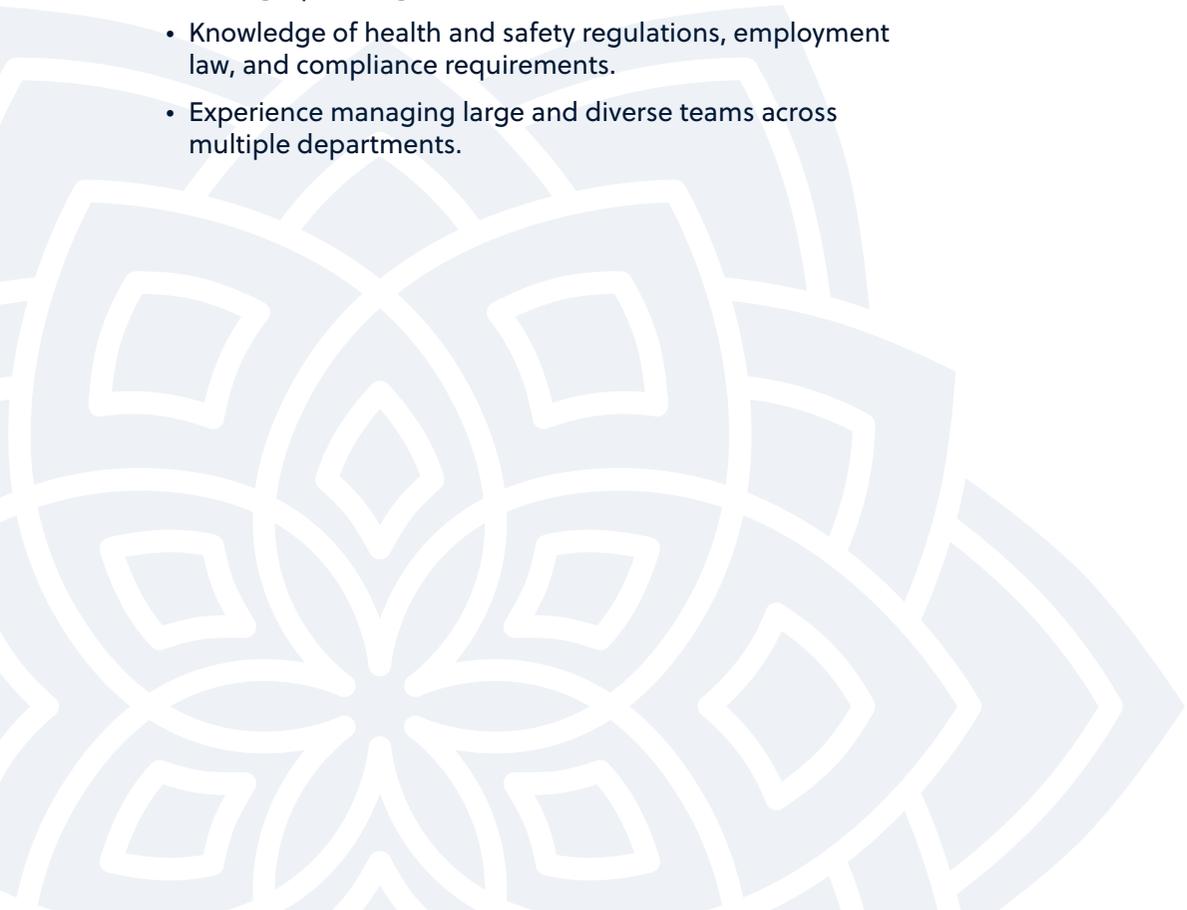
The Person

Qualifications and Experience

- A bachelor's degree in business administration, operations management, or a related field (Master's degree preferred).
- Significant leadership experience in operations, facilities, or administration, preferably within a school or educational environment.
- Proven experience in financial management, budgeting, and strategic planning.
- Knowledge of health and safety regulations, employment law, and compliance requirements.
- Experience managing large and diverse teams across multiple departments.

Personal Qualities

- An understanding of working in a multicultural environment and promoting inclusivity.
- Flexible and calm under pressure, with the ability to manage competing priorities.



The Package

We believe that outstanding staff deserve outstanding support. Our compensation and benefits package reflects our deep commitment to attracting and retaining exceptional colleagues who share our ambition and values. Subject to individual status, our package includes:

Salary We offer a generous, salary aligned to our internal salary scale, which is based on qualifications and experience. This scale is reviewed annually by the Governing Body to ensure it remains competitive with leading international school groups.

Accommodation Housing /a housing allowance is provided to support a high standard of living.

Relocation Support For international hires, flights are covered for the employee. A relocation/shipping allowance is included to ease the transition.

Annual Airfare Annual return airfare is provided for the employee and eligible dependents.

Medical Insurance Comprehensive medical insurance is provided for the employee and dependents (where applicable).

School Fee Remission Subsidised education for up to two children attending Queen Elizabeth's School, Gurugram.

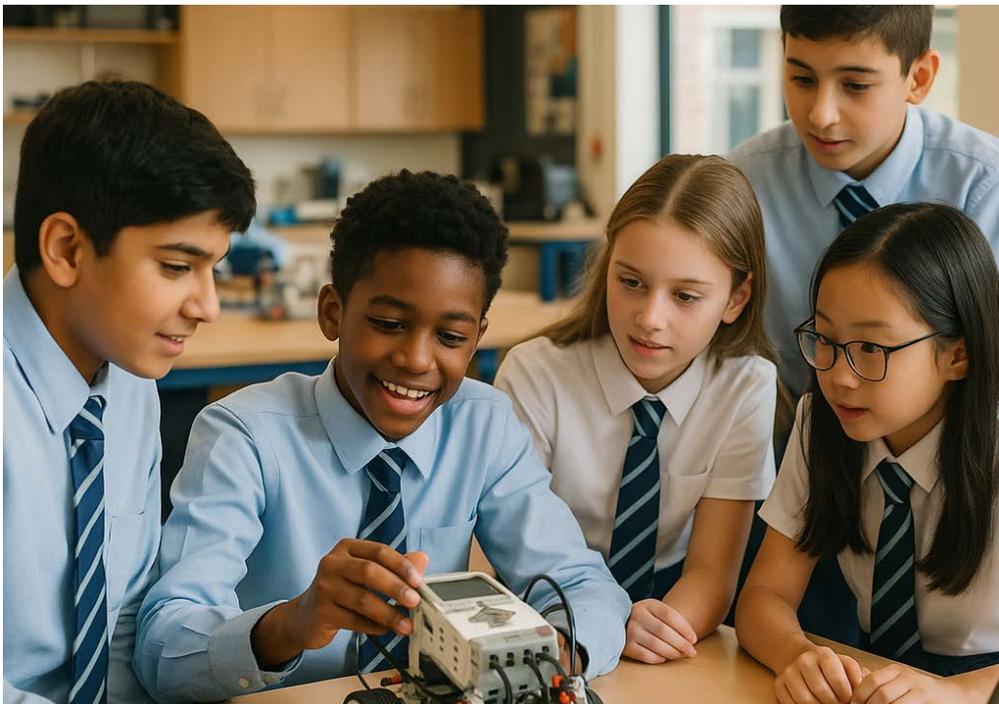
Gratuity End-of-service gratuity provided in accordance with local labour law.

Professional Development A dedicated Professional Development Fund is available to support continuous growth through courses, certifications, or attendance at leading educational conferences.

Discretionary End-of-Contract Bonus A discretionary bonus may be awarded upon completion of the contract, in recognition of performance and contribution to school life.

Wellbeing & Staff Culture A calendar of staff wellbeing and enrichment activities, focused on balance and connection. A supportive, inclusive environment where all colleagues are valued, inspired, and empowered.





The Process

Applications should be submitted electronically via the TES platform. Please ensure that all required documents are uploaded as part of your application.

The recruitment process will include a panel interview with members of the leadership team of Queen Elizabeth's School, Gurugram.

Candidates will be asked to present their vision for driving operational excellence in a competitive international market.

Queen Elizabeth's Global Schools are an equal opportunities employer and are deeply committed to safeguarding our students, ensuring their safety and wellbeing. We expect all staff and members of our community to share this commitment and to promptly report any concerns about a student's or community member's safety or wellbeing. Applicants must be willing to undergo rigorous child protection screening, including checks with past employers and providing Police Clearance Certificates from all countries that the applicant has resided in.



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*Some images within this document have been generated using Artificial Intelligence (AI).

*Opening and operations are subject to building completion and final approval from the Government of Haryana Education Department and Cambridge International Education.