



WELLINGTON COLLEGE
HANGZHOU

Job Description

Operations Officer

ABOUT US

We are Learners, Connectors and Changemakers

At Wellington College China, we offer a pioneering education to serve and help shape a better world. We inspire our children to be the best version of themselves, to take pride in where they come from and to be the change they wish to see in the world.

The Wellington College, United Kingdom (TWC)

Wellington College in England was founded by Queen Victoria in 1859 as a national monument to Britain's most renowned military figure, the Duke of Wellington. Over 160 years later, the College is one of the most respected schools in the United Kingdom and one of its greatest educational institutions – pioneering, innovating and transforming education for girls and boys.

Wellington College China (WCC)

Wellington College China is part of Wellington College Education, a global network of schools united by a 160-year history of excellence with roots in the UK. We operate premium international schools under the Wellington brand and bilingual schools under the Hiba brand. We currently have six campuses in four cities in China, including Tianjin, Shanghai, Hangzhou and Nantong, with a school soon to open in San Francisco as well. Together, our schools serve more than 5,000 pupils.

Guided by a shared vision of pioneering education to serve and help shape a better world, we are an inclusive community of unique individuals with passion, integrity and a commitment to our pupils and each other. Grounded in our five core values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together as one team, one family.

Kindness Responsibility Respect Courage Integrity

School introduction

The Wellington College Hangzhou campus opened in 2018, showcasing a world-class modern facility, educating pupils from age 2 to 18 years old. Our campus is home to three schools, creating a large and caring community which harnesses the diversity of both East and West cultures. Our schools are aligned using traditional Wellington Values to provide an education with academic excellence at its heart, complemented by the best pastoral care and a wide breadth of co-curricular opportunity.

Hiba Academy Hangzhou (Nursery) provides a bilingual Early Years learning environment, developing strong language and communication skills through internationally proven play-based activities.

Wellington College International Hangzhou consists of Primary and Senior Schools offering a uniquely British style curriculum delivering a world-class international education for children of expatriate families.

Hiba Academy Hangzhou is comprised of Primary and Senior Schools, bringing together the very best of Chinese and British education delivered through a bespoke bilingual learning environment.

Pupils from both the Senior Schools study IGCSE courses, which are globally renowned for quality, rigour and dependability.

Wellington College Hangzhou Sixth Form (WCCH SF) then offers a comprehensive A Level programme, Extended Project Qualification and individual career guidance resulting in a strong pathway to attend the best universities in the UK, USA and worldwide.

Working for Wellington College China

WCC is an inclusive community of unique individuals with passion, integrity and a commitment to each other. Grounded in the Wellington Values, we are a workplace where ideas are realised, bonds are forged and futures can be shaped together.

We empower our employees to grow, with a confidence that inspires our colleagues, opens new opportunities and adds real value to everything we do.

At Wellington, we are our people, and we pride ourselves on the care and opportunities we provide to our employees. Over 50% of our most senior leaders are promoted internally. We offer an exceptional range of learning and development opportunities. These include our internal and external coaching programmes, the WCC High Potential Leadership Programme and a wide range of academic and non-academic training courses designed to take employees through to middle leadership, senior leadership and beyond. To view our full directory of learning and development opportunities, please see the [WCC Course Directory](#).

Wellington College China has been awarded the HR Asia "Best Companies to Work For in Asia" award for four consecutive years, from 2020 to 2023.



Premium schools with small class sizes and generous non-contact time



Personalised professional development pathways



HR Asia's best company to work for in Asia 2020-2023



Generous salary and benefits

Role Description

JOB TITLE

Operations Officer

DEPARTMENT

Non-academic

LOCATION

Hangzhou

LINE MANAGEMENT

Operations Manager

OBJECTIVES

Managing the operation of school catering and other related operations.

KEY RESPONSIBILITIES

- Oversee campus wide catering services and maintain a high-quality food suitable to Wellington community.
- Support various campus events or off-site events re catering, transportation etc.
- Revise and update rules, regulations, policies and procedures relating to the daily operational requirements.
- Handle parental complaints regarding catering and other services aspects.

Catering

- Supervise canteen daily work effectively, manage the day to day catering services, ensure the quality of food and services for breakfast, lunch, dinner, snack and various events.
- Work effectively with the catering vendor to respond timely for catering requests from various department and events, ensure a nice dining experience for staff, pupils and visitors.
- Make sure the vendor is in full compliance with school and government regulations on food safety and hygiene, create and update the school regulation accordingly to ensure all policies are being followed.
- Have decent knowledge of food safety, nutrition and flavour, have the ability to adjust pupils' menu to create a balanced meal.
- Continuous to enhance the standard of vendor performance, carry out monthly vendor KPI review to ensure the daily kitchen operation follows high standard. Carry out biweekly hygiene and procedure check and spot check on facilities.

- Work with academic team and vendor to ensure the meal fee are deducted correctly, credit returned to parents of transferring pupils. Work with finance and make sure the meal fee has been deducted correctly for nursery.
- Support Operations Manager to organize food committee meetings and lunch tasting activities. To actively seek feedback from parents, pupils and staff on the catering and take improvement actions based on sound suggestions.
- Liaise with relevant government body on school canteen, cooperate with the government inspectors, third party inspectors and meeting or training.
- Support Operations Manager to deal with complaints relating to catering, and supervise the improvement or rectification required from the vendor or school. In charge of the day-to-day communication with parents on catering.
- Perform data analysis to enhance the performance of the catering vendor and optimize the catering operations.
- Support Operations Manager to draft canteen tendering document and facilitate the tendering process and vendor handover as required.

Others

- Manage the school services public mailbox and paperwork required on a daily basis.
- Answer queries from parents and internal staff in terms of catering and other operations.
- Support with school events.
- Any ad-hoc tasks assigned.

JOB QUALIFICATIONS

Education

Bachelor's degree preferred

Major

Hotel management or Business

Language

Native Chinese speaker with fluent spoken English

Work Experience

5 years school catering management or F&B experience

Expertise

- Valid Chinese registered food safety officer
- Sufficient hotel management or F&B knowledge and skills
- Ability to deliver excellent customer service at all times
- Familiar with computer use
- Relevant working experiences in a private school

PREFERRED APTITUDES

- Demonstrating practice that represents the five core values of Wellington at all times (courage, integrity, kindness, respect and responsibility)
- Be motivated, responsible, patient and honest, with good interpersonal skills
- Working experience in clinics of bilingual schools/local schools and paediatrics is preferred
- Kindergarten health care doctor certificates Dietitian certificate

As an employer of choice, Wellington College China is committed to making professional learning and personal development central to its ethos and approach. WCC fully recognises its responsibilities for safeguarding children. Our safeguarding policy applies to all staff, governors and volunteers working in the Group.

Be You.
Be The Difference