

Business & Operations Manager

Candidate Brief

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Introduction to Raoul Wallenberg International School (RWIS)

Raoul Wallenberg International School Palma (RWIS) is a values-driven learning environment committed to fostering future-focused, inquiry-based education. Guided by the values of honesty, compassion, courage, and drive, we provide a nurturing yet challenging space for students to thrive academically and personally. Located in the stunning setting of Mallorca, Spain, RWIS is dedicated to empowering learners from diverse backgrounds to become ethical leaders and global citizens.

RWIS Guiding Statements

Vision Statement

An inspiring and nurturing learning community that appropriately challenges and empowers students to be future-ready global citizens.

Mission Statement

The Raoul Wallenberg International School's mission is to make a positive difference for every single student in our care, helping to develop their full potential. We aim to nurture confident, independent, and resilient students in an inclusive, caring, challenging, diverse and joyful international learning environment. This outstanding student experience will empower RWIS graduates with the attitudes, skills and attributes to thrive in a rapidly changing world by enriching their own lives and those around them.

Watchwords



Courage



Drive



Honesty



Compassion

Business & Operations Manager

Location: Raoul Wallenberg International School, Palma, Mallorca, Spain

Position: Business & Operations Manager

Reporting to: Head of School

Salary and Benefits: Competitive salary in line with the position's responsibility and scope of work, as well as the candidate's experience and qualifications. Additional benefits include free lunch, continued professional development, access to a group health insurance scheme

Deadline for applications: Applications will be reviewed on an ongoing basis and applicants are encouraged to apply ASAP

Start date: ASAP/upon agreement

Enquiries/applications:: emilio.nadalmarti@rwiss.es

The Opportunity

This is an exciting opportunity for a highly skilled and dynamic professional to contribute to the continued growth and success of RWIS. As the Business and Operations Manager, you will hold a key leadership role in ensuring the efficient, sustainable, and professional operation of the company.

In this position, you will oversee core operational areas including human resources, finance, external vendors, and outsourced staffing, ensuring alignment with the school's policies, procedures, and strategic direction. Over time, your leadership will extend to line management of the IT Manager, Admissions & Marketing Manager, School Nurse, Security, Facilities, Cleaning, and Kitchen staff, ensuring a cohesive and high-performing operational team.

Working in close collaboration with the Head of School and the School Leadership Team, you will provide strategic guidance and practical oversight that supports the company mission and vision. As a member of the leadership team, you will play an integral part in shaping the culture, systems, and sustainability of RWIS.

Preference will be given to candidates with prior experience in international schools, proven leadership in business and operations management, and fluency in both Spanish and English. A strong understanding of the local business and education context will be considered a significant asset.



Position Scope

1. Human Resources

- Oversee full HR lifecycle: recruitment, onboarding, induction, offboarding, and retention.
- Manage employee relations, contracts, and performance appraisal processes.
- Support and monitor professional development planning for faculty and staff.
- Ensure compliance with Spanish employment law, international school standards, and RWIS policies.
- Oversee background checks, including criminal and sexual conviction I record clearances, and ensure all staff are up to date with safeguarding training.
- Maintain accurate HR records.

2. Finance

- Develop, monitor, and manage the financial planning and annual school budget in collaboration with the Head of School.
- Monitor financial performance and implement cost-effective measures while ensuring quality.
- Oversee payroll, procurement, vendor payments, and financial reporting.
- Manage internal controls, compliance with local tax and financial regulations, and liaise with external accountants/auditors.
- Maintain accurate records of school assets and an updated inventory of resources.

3. Contracts and Outsourced Staffing

- Negotiate, review, and manage contracts with external vendors and service providers (including facilities, cleaning, IT, catering, and security etc).
- Onboard and supervise outsourced staff to ensure compliance with agreed service standards, cost-efficiency, and safeguarding expectations.
- Maintain transparent, competitive and sustainable procurement processes in line with RWIS company policy.

4. Operational Alignment & Leadership

- Coordinate and align the efforts of operational staff (non-teaching).
- Establish efficient communication, reporting, and accountability systems across operational areas.
- Implement, monitor, and refine operational policies and procedures to ensure compliance, efficiency, and alignment with the school's strategic plan.
- Serve as a visible leader, modelling RWIS values and fostering a professional, solutions-oriented culture.



5. Facilities, Health & Safety, and Compliance

- Oversee the maintenance, safety, and development of school facilities, ensuring they are fit for purpose and aligned with the school's growth strategy.
- Ensure compliance with local health, safety, fire, and building regulations, and coordinate required inspections and certifications.
- In collaboration with the SLT, implement risk management frameworks, including field trip procedures, emergency preparedness, and crisis management plans.
- Lead sustainability initiatives and contribute to long-term facilities planning and expansion projects.

6. Governance, Reporting & Strategic Contribution

- Provide regular reporting to the Head of School and RWIS Board of Directors on finance, HR, facilities, and risk management.
- Support the Head of School and Board in ensuring compliance with local and international accreditation standards.
- Contribute to strategic planning by ensuring that operational practices support the delivery of the RWIS Way and RWS guiding statements.
- Continuously review and assess operational systems to ensure effectiveness, efficiency, and alignment with company goals.

Initial Key Performance Indicators (KPIs)

- Implement a new finance system and workflows within 12 months, ensuring accurate reporting and supporting the school's long-term financial independence.
- Ensure smooth, compliant recruitment and onboarding processes, with high levels of staff retention and the cultivation of a happy, healthy staff body.
- Review and ensure full compliance with all local health, safety, HR, Finance and building regulations.
- Provide timely quarterly reports to leadership and Board of Governors, and establish robust governance and compliance mechanisms that ensure transparency and accountability.

Ideal Candidate

Qualifications and Experience:

- Degree in **Business Administration, Finance, HR, or Operations Management** (postgraduate or MBA preferred).



- Proven leadership experience in **business or operations management**, ideally within an **international school or educational organisation**.
- Strong financial management and HR expertise, with knowledge of **Spanish labour, tax, and business regulations**.
- Experience managing facilities, contracts, and outsourced providers.

Skills and Attributes:

- Excellent leadership and people management skills; ability to inspire, motivate, and build high-performing teams.
- Strong financial acumen with the ability to balance budgets and drive sustainability.
- Outstanding organisational, problem-solving, and strategic planning abilities.
- Ability to communicate effectively in **English and Spanish** (both written and spoken).
- High levels of integrity, discretion, and commitment to safeguarding and ethical practice.

Skills and Attributes:

- Commitment to the mission and vision of RWIS.
- Collaborative, adaptable, and culturally sensitive.
- Strong ethical standards and a role model for professionalism.

Benefits of Living in Mallorca

Mallorca offers an exceptional quality of life, blending stunning natural beauty with a vibrant cultural scene. Highlights include:

- **Natural Beauty:** From pristine beaches and turquoise waters to the breathtaking Tramuntana Mountains, Mallorca offers a paradise for outdoor enthusiasts.
- **Cultural Richness:** The island boasts a rich history, charming villages, and a vibrant arts and music scene.
- **Mediterranean Climate:** Enjoy over 300 days of sunshine annually, making it an ideal location for an active, outdoor lifestyle.
- **Expat-Friendly Community:** With a diverse international community, you'll find ample opportunities to connect with like-minded individuals.
- **Convenient Lifestyle:** Excellent healthcare, education, and infrastructure make Mallorca an ideal location for families and professionals alike.



How to Apply:

Interested candidates should submit the following to emilio.nadalmarti@rwiss.es soon as possible:

1. A detailed CV.
2. A cover letter highlighting your suitability for the role.
3. Contact details of at least two professional references.

Next Stages:

- Longlisted candidates will be contacted for an initial interview on an ongoing basis.
- Successful candidates will progress to a panel interview.
- Pre-employment reference checks and criminal record clearance will be conducted as part of our safer recruitment procedures.



Raoul Wallenberg International School is an equal-opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Raoul Wallenberg International School believes that every child has the right to grow up in a healthy, safe, secure, and supportive environment. As an institution, we prioritise and promote child protection above all else and adopt a strict zero-tolerance policy towards the mistreatment or abuse of children. Raoul Wallenberg International School supports the International Task Force on Child Protection (ITFCP) Reports and Recommendations and we hold ourselves to a high standard of effective recruitment practices with specific attention to Child Protection.

As part of our safer recruitment procedures, Raoul Wallenberg International School conducts pre-employment reference checks before confirming any appointment. Furthermore, we request all successful candidates to undergo criminal record checks in their country of residence and/or previous countries of employment. Personal data is collected and used for recruitment purposes only in accordance with our Privacy Policy.

Raoul Wallenberg International School reserves the right to make an appointment at any time, even before the posted deadline, if an exceptional candidate is identified early in the process. For this reason, interested candidates are encouraged to apply at the earliest possible time.

Join us in shaping the future leaders of tomorrow at Raoul Wallenberg International School. We look forward to welcoming a passionate and skilled professional to join our vibrant and values-driven community!





Welcome to Palma's most beautiful, progressive and values-driven school.

Raoul Wallenberg International School

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