

2025

# Recruitment Pack

## Senior Operations Manager



*Proud to be part of*



## Welcome from the CEO

Dear Candidate,

Thank you for your interest in the role of Senior Operations Manager at both The Rowan Schools and Chesterfield High School part of Mersey View Learning Trust.

In this case, this is an exciting opportunity to join a dynamic and forward-thinking school community, in a vital operational leadership role that supports the day-to-day running and long-term success of each school. While the roles are based in different settings, they are aligned in scope and purpose – and offer the chance to make a tangible difference to the experience of pupils, staff, and families.

At Mersey View Learning Trust, our vision is to create learning communities where:

- Leaders are ambitious and aspirational for all.
- Learning environments are safe, happy, and full of curiosity;
- Respect and equity are at the heart of everything we do;
- Academic and pastoral excellence go hand in hand;
- Professional development is driven by evidence and shared across our community;
- Every learner is prepared for the wider world with confidence and resilience.

Both The Rowan Schools and Chesterfield High School have their own unique identities and strengths, but share a commitment to high standards, supportive teamwork, and strong community relationships. You will be joining an organisation where your operational expertise will be highly valued and your contribution deeply felt.

I hope this recruitment pack gives you a strong sense of our ethos and the exciting potential of these roles. If you share our values and are ready to help shape the next chapter of our schools' development, we would be delighted to hear from you.

Candidates are asked to complete the application form which is available on the Trust website <https://www.merseyview.com/Vacancies/>. Candidates will be required to create a profile, complete the relevant application questions and submit the same.

The closing date for applications is 7<sup>th</sup> September 2025.

Yours sincerely



Ruth Baldwin  
Chief Executive Officer (interim)

### Application guidelines

- Your application letter should be structured around the key requirements of the role as set out in this application pack, providing relevant examples from your career to date which demonstrate why you are a suitable candidate for this role.

- This should be submitted in the 'reasons for applying for the role section' which addresses the person specification requirements.
- All fields must be completed as part of the standard application format.
- Please ensure that a minimum of two referees are included in your application - your referees will be contacted on the basis that you have been shortlisted and invited to interview.

### **Key dates**

Closing date for applications **7<sup>th</sup> September 2025**

If you have any queries on any aspect of the application process or need additional information, please contact [hr@merseyview.com](mailto:hr@merseyview.com)

In common with all staff and pupils of the Trust, the post holder should be aware of the school's policies and implement them as appropriate.

All roles within the school carry the responsibility for safeguarding and promoting the welfare of children. Mersey View Learning Trust are committed to safeguarding and promoting the welfare of its pupils and expects all those working at the school to share this commitment.

The Trust is required under law and guidance to check the criminal background of all employees. Decisions to appoint will be subject to consideration of an enhanced disclosure, including a Barred List check from the Disclosure and Barring Service. Because of the nature of the work for which you are applying, this post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013 and 2020).

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance on whether a conviction or caution should be disclosed can be found on the Ministry of Justice website which can be accessed here:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>

Successful applicants will be required to complete a confidential medical questionnaire and may be required to undergo a medical examination

The Trust may carry out an online search on short-listed candidates as part of our due diligence and in line with Keeping Children Safe in Education. This may help identify any incidents or issues that have happened and are publicly available online, which we may wish to explore with you at interview.

## Job description

Job title	Senior Operations Manager
Responsible to	Headteacher
Hours of work	36 hours, permanent
Salary	Grade L (£51,802)
Base	Chesterfield High School/The Rowan Schools but may be asked to work at any Trust location
Key relationships	Operational staff, colleagues within Mersey View Learning Trust, the Headteacher and Senior Leadership Team (SLT), teaching staff, other support staff, pupils, parents, governors, Local Authority and outside agencies.

<b>Job Purpose</b>
<ul style="list-style-type: none"> <li>To be responsible for the planning, development, implementation and monitoring of effective operational support services and policies within the school and to be the key operational lead coordinating with Trust central services and operations</li> <li>To manage school support staff ensuring duties are assigned, cover is arranged and that staff have the abilities and skills to provide continuity of operational support services to facilitate the smooth management of school operations.</li> </ul>
<b>Main duties</b>
<p><u>Leadership</u></p> <ul style="list-style-type: none"> <li>Full line management of school support staff including recruitment, probationary period management, performance management, absence management and staff development.</li> <li>Responsibility for financial and resources management, administrative management, estates, ICT, health, safety and compliance and all aspects of HR for the school and in liaison with the Trust central team.</li> <li>Analysis of Trust policies and procedures and interpreting same for operational delivery at school level.</li> <li>Supporting the Headteacher and central Trust operations team with the strategic operational development of the school(s).</li> <li>These duties and responsibilities listed herein are indicative of the tasks the Senior Operations Manager will perform and are not intended to be an exhaustive list. The post holder will be expected to take on additional responsibilities appropriate to the role as they arise.</li> </ul>
<p><u>Finance</u></p> <ul style="list-style-type: none"> <li>To support effective centralised Trust financial operations in the development, implementation and maintenance of the finance system, processes and procedures.</li> <li>To lead the school's finance team and enhance their effectiveness through promoting the highest standards of financial probity and value for money aligned to Trust policies and procedures.</li> <li>To oversee the evaluation of information and consult with the Headteacher and Local Governing Board to prepare a realistic and balanced budget for the school(s) activity.</li> <li>Work with the Headteacher and central Trust to submit the proposed budget to Governors/Board for approval and assist the overall financial planning process.</li> <li>Oversee discussions to agree the final budget.</li> <li>Use the agreed budget to actively monitor and control performance to achieve value for money.</li> </ul>

- Oversee any proposed revisions to the budget, if necessary, in response to significant or unforeseen developments.
- Advise the Headteacher, Trust, and Governors if fraudulent activities are suspected or uncovered.
- With the Headteacher central Trust, develop and maintain a strategic financial plan that will indicate the trends and requirements of the school improvement plan and will forecast future year budgets.
- Maximise income through lettings and other activities.
- Following direction from the Headteacher, with the central Trust and where necessary, present timely and fully costed proposals, recommendations, or bids.
- With the central Trust, put formal finance agreements in place with suitable providers for agreed amounts, at agreed times and appropriate agreed costs and repayment schedules.
- Monitor the effectiveness and implementation of service level agreements.
- Preparing reports for Local Governing Body as required.

#### HR

- Lead local staff to ensure HR-related decisions of the central Trust and Headteacher are implemented.
- Oversee the school's Single Central Record and ensure full compliance. Lead on external quality assurance (e.g. Ofsted, Trust, etc.) of the Single Central Record.
- Oversee the academy payroll submissions to the Trust.
- Oversee compliance with the Trust's HR processes and procedures, ensuring appropriate tracking systems are in place.
- Oversee HR support for all staff and lead on support staff welfare and wellbeing initiatives.
- Directly liaise with Trust HR on all queries and policies.

#### Estates

- Lead local staff to ensure estates-related decisions of the central Trust and Headteacher are implemented.
- To support the Trust Estates Manager, the Headteacher and the local site team in ensuring that the school(s) are fully compliant with health and safety rules and regulations.
- To work closely with the Trust Estates Manager and Chief Operating Officer with the preparation of a school Estate Management Plan as required to ensure effective and compliant school buildings and grounds.
- Link with the Trust Estates Manager and COO on the planning and implementation of any capital, refurbishment or any other building or related projects.
- Take responsibility for emergency/disaster planning and for a business continuity plan, so the school is insured and covered for all eventualities.
- To support the Trust Estates Manager and the Headteacher with the implementation process and maintenance of Estate management software at school level and working closely with the site team to ensure records for asset maintenance and management are accurate and up to date.

#### Health and Safety

- To act as the School's health and safety champion, working closely with the Trust Estates Manager and Chief Operating Officer, participating in any Trust-level meetings and actioning Trust instructions on health and safety matters, cascading within school(s) as necessary.
- Ensuring that in all activities undertaken, the school(s) and thereby the Trust properly discharges its duties under its Health and Safety Policy, the Health & Safety at Work Act, COSHH regulations and any other relevant statute, regulation or directive.
- Co-ordinating with site staff to ensure implementation of the Trust's responsibilities in relation to maintaining health and safety statutory documentation.

<ul style="list-style-type: none"> <li>• Supporting the Headteacher with the production of and, if required, implementation of the school(s)' business continuity plan.</li> <li>• In liaison with the site team and Headteacher, arrange fire and lockdown drills.</li> <li>• Ensuring that Health and Safety requirements and statutory Ofsted guidelines for the health and well-being of staff, students and visitors.</li> </ul>
<p><u>Operational services provision</u></p> <ul style="list-style-type: none"> <li>• To lead at school-level all centrally and locally procured non-educational/back office contractual arrangements ensuring the service meets its service standards, identifying and escalating any issues where appropriate, to include ICT, catering, cleaning and any other current service level agreements.</li> <li>• To attend any meetings associated with operational services provision at either Trust or contractual level.</li> <li>• To oversee policy development and compliance at school-level and lead operational policy development.</li> <li>• To project manage ad hoc projects from time to time.</li> </ul>
<p><u>GDPR and Data Protection</u></p> <ul style="list-style-type: none"> <li>• To lead operational delivery of data protection activities for the school liaising with the Trust Data Protection Officer and Chief Operating Officer to ensure compliance with the Trust's policies and procedures and actioning central Trust instructions on data protection measures.</li> <li>• To cascade information to the school workforce as required.</li> <li>• To oversee robust tracking and record-keeping in relation to GDPR and data protection.</li> <li>• To receive, acknowledge, coordinate and respond to any requests.</li> </ul>
<p><u>Administration</u></p> <ul style="list-style-type: none"> <li>• To oversee through the line management of all administrative and reception staff.</li> <li>• Oversight re compliance with all site safeguarding procedures.</li> </ul>
<p><u>Accountability</u></p> <ul style="list-style-type: none"> <li>• The post holder will be responsible for managing their own workload.</li> <li>• The post holder is accountable for ensuring that duties are carried out in accordance with generally accepted best practice and the Trust's finance handbook, policies and procedures.</li> <li>• Assist in developing training programme for support staff.</li> <li>• Contributes to the development of operational policies and procedures of the school and Trust.</li> <li>• To work co-operatively with others towards shared goals.</li> <li>• To promote and ensure the health and safety of students, staff, and visitors always.</li> </ul>
<p><u>Professional Development</u></p> <ul style="list-style-type: none"> <li>• Undertake appropriate and regular training and development to maintain knowledge and improve practice.</li> <li>• Attend briefings and participate in professional development opportunities.</li> <li>• Keep up-to-date with current educational developments and legislation affecting health, safety and compliance.</li> <li>• Participate in regular performance management for self and lead appraisal reviews for direct report staff.</li> </ul>
<p><b>Safeguarding</b></p>
<p>To be aware of and work in accordance with the Trust's child protection policies and procedures in order to safeguard and promote the welfare of children and young people and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>

<b>Health and Safety</b>
The post holder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Trust's Health and Safety Policy and in any risk assessments relevant to the jobholder's role or circumstances.
<b>Confidentiality and Data Protection</b>
The post holder is expected to comply with the provisions of the Data Protection Act 2018. Any information that they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the Trust's Data Protection Policy. Nothing shall prevent you from disclosing information which you are entitled to disclose under the Public Interest Disclosure Act 1998 (as amended), provided the disclosure is made in accordance with the provisions of the Act. The Trust's Whistleblowing Policy is available on the shared drive.
<b>Equality and Diversity</b>
Mersey View Learning Trust is committed to equality and values diversity. As such, the Trust is committed to fulfilling its Equality Duty obligations and expects all staff and volunteers to share this commitment. The duty requires the Trust to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age, gender, race and faith, and people who do not share them. The post holder is required to treat all people they come into contact with, with dignity and respect and is entitled to expect this in return.
<b>Training and Development</b>
Mersey View Learning Trust has a shared responsibility with the post holder for identifying and satisfying training and development needs. The post holder is expected to actively contribute to their own continuous professional development and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting safeguarding and general obligations.
<b>Mobility</b>
The post holder may be required to transfer to any job appropriate to their grade at such a place as in the service of the Trust may be required, in accordance with legitimate operational requirements and / or facilitating the avoidance of staffing reductions
<b>The post holder is also required to</b>
<ul style="list-style-type: none"> <li>• Undertake a systematic study of practice with a consequent programme of self and professional development to ensure that the necessary skill, knowledge and understanding are kept up to date.</li> <li>• Be aware of and comply with all school policies (available via the Staff VLE. It is important that all staff keep up to date with current policies and any concerns are reported to the relevant named persons without delay.</li> <li>• To promote equality, diversity and inclusion and demonstrate this within the role.</li> <li>• To play a full part in the life of the school community, to support its distinctive mission, aims and the ethos.</li> <li>• To set an example of positive personal integrity and professionalism with appropriate communications and relationships at all levels.</li> </ul>

- To undertake such other duties which may be regarded as within the nature of the duties and responsibilities for the grade of the post as defined and subject to any reasonable adjustments under the Equality Act 2010. Any changes of a permanent nature will be incorporated into the job description.

### Endorsement

This job description reflects the major tasks to be carried out by the job holder and identifies the level of responsibility at which the jobholder will be required to work, as at the date on which the last review took place.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

This job description may be subject to review and / or amendment at any time to reflect the requirements of the job. Any amendments will be made in consultation with any existing jobholder and will be commensurate with the salary grade for the job. The jobholder is expected to comply with any reasonable management requests.

### Declaration

I accept this job description.

**Print Name:**

**Signature:**

**Date:**



## Person Specification

Category	Essential/ desirable
<b>Qualifications and Training</b>	
<ul style="list-style-type: none"> <li>Possess GCSE and/or equivalent qualifications including English and Maths.</li> </ul>	E
<ul style="list-style-type: none"> <li>Relevant professional qualification or degree in at least one of the key operational areas (eg, estates management, health and safety, HR, ICT, leadership, project management) <u>or</u> proven track record of extensive relevant work experience (5 years+) demonstrating expertise in a field of work and management of projects, people and resources .</li> </ul>	E
<ul style="list-style-type: none"> <li>Evidence of ongoing professional/personal development.</li> </ul>	E
<ul style="list-style-type: none"> <li>Driving licence and the ability to drive between sites.</li> </ul>	E
<b>Experience</b>	
<ul style="list-style-type: none"> <li>Proven experience of successfully developing and managing teams, including dealing with matters of performance, capability and conduct.</li> </ul>	E
<ul style="list-style-type: none"> <li>Strong interpersonal skills including motivational negotiating, influencing and relationship building.</li> </ul>	E
<ul style="list-style-type: none"> <li>Managing competing priorities and working to tight timescales, prioritising effectively.</li> </ul>	E
<ul style="list-style-type: none"> <li>Budget management and reporting.</li> </ul>	E
<ul style="list-style-type: none"> <li>Leading compliance activities such as GDPR/data protection, health and safety, regulatory etc.</li> </ul>	D
<ul style="list-style-type: none"> <li>Health and safety management or other operations experience.</li> </ul>	D
<ul style="list-style-type: none"> <li>Working within a school environment.</li> </ul>	D
<b>Knowledge and skills</b>	
<ul style="list-style-type: none"> <li>Well-developed practical and procedural knowledge of systems/services for own area and across organisational functions and how they relate to each other.</li> </ul>	E
<ul style="list-style-type: none"> <li>Well-developed understanding of regulations and legislation and the implications of non-compliance on other staff.</li> </ul>	E
<ul style="list-style-type: none"> <li>Proven advanced analytical and problem-solving capability.</li> </ul>	E
<ul style="list-style-type: none"> <li>Ability to disseminate knowledge and good practice to other members of staff.</li> </ul>	E
<ul style="list-style-type: none"> <li>Demonstrate the ability to liaise effectively with other staff, contractors and visitors to the school.</li> </ul>	E
<ul style="list-style-type: none"> <li>Excellent customer service skills and the ability to understand the needs of the schools.</li> </ul>	E
<b>Personal qualities</b>	

Category	Essential/ desirable
<ul style="list-style-type: none"> <li>High levels of tact, diplomacy, discretion and ability to demonstrate respect for the confidentiality of information</li> </ul>	E
<ul style="list-style-type: none"> <li>Reliability, motivation, adaptability and resilience under pressure</li> </ul>	E
<ul style="list-style-type: none"> <li>Commitment to the Trust's values and vision, with a passion for education and public service</li> </ul>	E
<ul style="list-style-type: none"> <li>Effective verbal communication skills</li> </ul>	E
<ul style="list-style-type: none"> <li>Strong organisational skills with the ability to prioritise own workload and work unsupervised</li> </ul>	E
<ul style="list-style-type: none"> <li>Willingness to attend training to improve own skills and professional development</li> </ul>	E
<ul style="list-style-type: none"> <li>The ability to take personal responsibility, a readiness to reflect and self-evaluate and the ability to be flexible, to change, improve and develop</li> </ul>	E
<ul style="list-style-type: none"> <li>Confidence and self-motivation and the ability to be decisive</li> </ul>	E
<ul style="list-style-type: none"> <li>A team player who can work collaboratively, as well as use their own initiative</li> </ul>	E
<ul style="list-style-type: none"> <li>Flexible attitude towards work and sound judgement</li> </ul>	E

The above qualities will be assessed through a comprehensive recruitment process, which involves application analysis, scrutiny of reference and interview.

The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent and must be eligible to work in the UK.