



## LEARNERS' Trust Trust Business Manager (Operations) - Job Description

**Work Location:** LEARNERS' Trust Central Team (HQ - Eckington)

**Reports To:** Chief Operating Officer (COO)

**Salary:** NJC PO5 – Scale point 38 – 41  
£47,754.00 - £50,788.00

### Job Purpose:

As a key member of the Central Team, the Trust Business Manager reports directly into the COO and will support the COO to lead in the operational delivery of projects, and in having an oversight of all non-educational operational aspects across all Trust schools.

The post holder will work closely with all other central departments and will build trust and effective relationships with all stakeholders whilst supporting to lead on the delivery of key support services to deliver a first-class standard of support across the Trust. When supporting educational and executive leadership colleagues, the postholder will enable the Trust to deliver the vision, ethos and mission.

### Main Duties:

#### Development and management of operational functions

- Lead on procurement and delivery of all Trust non-Estates Contracts with the support of the COO.
- Support the COO with the strategic growth of the Trust; academy conversions, compliance, procurement, governance, school administration, legal matters and other projects as and when required.
- Lead on the implementation of non-educational services that will put the educational leadership first through agile and swift delivery to schools.
- Under the direction of the COO, ensure that operational support services work seamlessly, rapidly and with minimum manual intervention between schools and the central support teams.
- As directed by the COO, work on academy conversion projects from start to finish managing time and tasks effectively with conflicting priorities for resources.
- Identify any issues with key suppliers providing services to the Trust and/or its schools, and report these to the COO.
- To ensure confidentiality where appropriate, is a high priority in line with Trust policies, processes and procedures.
- Lead on the procurement of all non-Estates related contracts ensuring value for money in line with the Academy Trust Handbook.
- Prepare full business case and significant change applications for the COO.
- Prepare operations reports for the Board of Trustees.
- Undertake due diligence across school sites and report findings to the Board of Trustees.
- Prepare non-Estates related policies and procedures for review.
- Ensure all non-Estates risk assessments are complete and are kept up to date.
- Ensure HR paperwork for the Trust Central Team is complete and kept up to date.
- Support the COO with requests for information for both internal and external audits.



## Academy oversight of non-educational services

- Act as first point of contact for school leadership teams on all queries, delivering advice and guidance and/or signposting to appropriate support.
- Work collaboratively with the appointed suppliers to maintain the Service Level Agreements for contracts for the academies linked to non-Estates.
- Work in collaboration with the Estates Lead with wider plans to develop our capital estate portfolio to support the Trusts hard infrastructure and maintenance.
- Support the COO and Estates Lead in areas of health and safety, certifying that at all times physical sites are managed to ensure that staff and children are safe.
- To attend meetings where appropriate with central services to develop further integration between the central support functions and the schools on business-as-usual operations.
- To support the Trust in the accurate maintenance of financial records, ensuring adequate audit trails are available and that archiving is undertaken in compliance with current legislation.

## Data Protection

- Support the COO with data breaches and requests
- Inform and advise employees about your obligations to comply with the GDPR and other data protection laws
- Ensure the Trust is compliant with the GDPR and other data protection laws
- Support the COO in ensuring all data protection documents are compliant and kept up to date including data mapping
- Advise on, and to monitor, data protection impact assessments
- Act as a contact point for the ICO
- Carry out data audits as required

## Working to develop self & leading others through change

- To behave with all staff in a manner which creates and maintains a positive culture and challenge effectively if this is not demonstrated by others.
- To acknowledge the responsibilities and celebrate the achievements of individuals and teams to develop a positive culture where achievements are recognised.
- To develop and maintain a realistic culture of high expectations for self and for others and take appropriate action when performance is unsatisfactory.
- To regularly review own practice, set personal targets and take responsibility for own personal development.

## Other Duties

- Form positive professional relationships and work in partnership with colleagues throughout the Trust.
- To willingly engage with CPD and training as required by the Trust.
- To treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures in relation to child protection, health and safety, confidentiality, equality and diversity, data protection, and dealing with concerns as appropriate.



- Assurance of emergency planning and business continuity.
- Any other duties that are reasonably required.

In addition to the above, the post holder is required to perform such other duties consistent with the purpose of the job, as required by the Trust. This job description is a guide to the major area and duties for which the jobholder is accountable. However, as the Trust develops the jobholder's obligations may vary and develop.

This post requires the ability to travel and work directly with academies in the Trust. An Enhanced DBS is required for this post.



**Trust Business Manager (Operations) – Person Specification**

	Essential	Desirable
<b>Qualifications and training</b>	<p>The successful candidate will:</p> <ul style="list-style-type: none"> <li>• Have a qualification in Business Management</li> </ul>	
<b>Experience</b>	<p>The successful candidate will have experience of:</p> <ul style="list-style-type: none"> <li>• Supporting, challenging, and working in coproduction with senior colleagues and executive teams.</li> <li>• Managing a complex and varied workload.</li> <li>• Delivering process change in a highly regulated environment.</li> <li>• Data protection law.</li> </ul>	<ul style="list-style-type: none"> <li>• Have experience within a senior operational role</li> </ul>
<b>Knowledge and skills</b>	<p>The successful candidate will be able to:</p> <ul style="list-style-type: none"> <li>• Work on own initiative with minimal supervision.</li> <li>• Have a professional, organised, and thorough approach to work which should aspire, define, and align scopes of work to improve educational outcomes and experiences for children.</li> <li>• Display excellent interpersonal skills when dealing with a range of stakeholders with empathy and purpose.</li> <li>• Be friendly and have a flexible approach to work and be able to work as part of a team.</li> <li>• Be able to work on own initiative and be self-motivated</li> <li>• Be enthusiastic, positive and have a collaborative approach.</li> <li>• Demonstrate personal and professional integrity, including modelling trust values and vision.</li> <li>• Commitment to promote and support the educational aims and experiences for children and young people.</li> <li>• Proven time management and organisation skills.</li> <li>• Ability to communicate appropriately and confidently in formal meetings and when dealing with external stakeholders.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Commitment to children, young people, their families, and the community.</li> <li>• Show that they are able to prioritise their workload with conflicting deadlines, whilst maintaining a high level of accuracy and attention to detail.</li> <li>• Problem solve and create innovative solutions.</li> <li>• Possess excellent ICT skills with a sound knowledge of software packages, such as Microsoft.</li> </ul>	
<p><b>Personal qualities</b></p>	<p>The successful candidate will be able to:</p> <ul style="list-style-type: none"> <li>• Communicate well with a wide range of stakeholders and direct reports engagingly and persuasively, both in writing and in person (one-on-one, group and presentation at senior level).</li> <li>• Assess collective resource requirements, effectively planning and negotiating deployment to meet individual site requirements in collaboration with the COO.</li> <li>• Seek solutions to problems, finds- a work-around to apparently intractable issues.</li> <li>• Be patient and supportive to others in helping them to achieve their objectives.</li> <li>• Adapt to new environments, different cultures, and mindsets.</li> <li>• Work well in a collegiate and collaborative environment to achieve shared objectives.</li> <li>• Commercially astute in an educational setting, able to deliver against set budgets and assess and plan resource needs.</li> <li>• Assess risks and build plans to address areas of highest risk.</li> <li>• Commit to promoting and ensuring compliance with Trust policies, vision and values, best practice, and codes of conduct.</li> </ul>	<p>.</p>