



BUSINESS HR AND OPERATIONS LEADER



- ⌚ Closing date 13th March 2026
- 📅 Interviews w/c 23rd March 2026
- 💷 Salary P07 £60,633.00 - 62,742.00

Join us and make a difference



0208 800 5758



recruitment@newwavefederation.co.uk



We are seeking a motivated and forward-thinking Federation Operations, HR and Business Lead to support our group of four schools in shaping and delivering an outstanding people and operational strategy. This role ensures that staff and services across all sites are supported, inspired and empowered to thrive.

You will join an incredible team and:

- Lead HR and operational strategy across multiple sites
- Shape policies that support staff wellbeing, inclusion and growth
- Provide expert guidance to leaders and teams
- Foster a positive and collaborative culture across the federation
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In return, New Wave offers:

- Support for mental health and wellbeing
- Inclusive school communities
- High-quality professional development

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Job Details

Job Title	Business, HR and Operations Leader
Grade	Pay Range: P07 £60,633.00 - £62,742.00
Responsible to	Executive Headteacher
Hours of Work	4 Days 8.00am - 4pm 1 day 8-3:45pm 52 weeks These hours may be reviewed in consultation with the successful applicant.
Line Managements	Manage and develop the senior administrative team (4), premises staff (7) and catering teams (4) across all four sites.
Contract	Permanent

Job Description	
Purpose of the Post	<p>Business, HR and Operations Leader supports the effective management and delivery of all human resources, business and operational services across New Wave Federation. The role is managed by the Executive Headteacher, with day-to-day contact through the Headteacher at each allocated school. The post holder will work across all four federation sites, building strong relationships and becoming familiar with staff, systems and procedures.</p> <p>The overall aim is to deliver effective and efficient support, maintaining the agreed standards of service to the school community and ensuring a positive impact on all employees through hands-on HR support, business and operational leadership.</p>
Main Duties and Responsibilities	<p>Operations</p> <ul style="list-style-type: none"> Manage and oversee operational services across all federation sites, including premises, catering and administrative teams. Ensure efficient day-to-day operations, maintaining high standards of service across all sites. Develop and implement operational procedures and policies to meet the needs of the Federation. Work with school leadership teams to support school improvement initiatives through effective operational management. Manage external contracts and their associated business. <p>Human Resources</p> <ul style="list-style-type: none"> Provide hands-on HR support to all employees, coordinating and delivering key HR activities.

	<ul style="list-style-type: none"> Work closely with HR Consultant Business Partners at Hackney Education to ensure compliance with employment law, policies and procedures. Support Headteachers and managers with recruitment, retention, performance management, absence management and staff wellbeing. Maintain accurate HR records and monitor staffing issues, providing reports and advice to senior leaders. <p>Business Lead / Management Responsibilities</p> <ul style="list-style-type: none"> Manage and develop the senior administrative team, premises staff and catering teams across all sites. Build strong relationships with staff, governors and external partners to ensure smooth operational delivery. Lead on the planning, coordination and implementation of cross-federation initiatives and projects. Ensure effective use of resources and support for continuous improvement in service delivery. Creating income through funding applications and links with charitable organisations.
General Requirements	<ul style="list-style-type: none"> Work across all federation sites as required, supporting the Executive Headteacher and Headteachers in line with federation priorities. Promote a positive culture that supports equality, diversity and inclusion across all teams and sites. Demonstrate flexibility, resilience and the ability to manage competing priorities effectively. Maintain confidentiality and professionalism in all dealings with staff, pupils, governors and external partners. Participate in ongoing professional development to maintain up-to-date knowledge of HR and operational best practice. Prepare and report updates and information to the governing board in attending board meetings.

Key Responsibilities

Strategic Leadership and Planning	Essential	Desirable
Lead and manage an effective team of staff, developing responsibility and accountability within each school.	✓	
Develop and implement comprehensive Business, HR and operational strategies aligned with the Federation's strategic plan to support school improvement and pupil outcomes	✓	
Provide strategic advice and guidance to the Executive Headteacher, senior leaders, staff and governors on all HR and operational matters	✓	
Lead the development and implementation of HR policies and initiatives that promote best practice	✓	

Ensure compliance with internal policies, statutory requirements and relevant employment legislation	✓	
Maintain an accurate and up-to-date HR database on the School's Information System	✓	

Human Resources Management	Essential	Desirable
Oversee a full range of HR services including recruitment, retention, employee relations, absence management, performance management and staff wellbeing	✓	
Ensure HR practices comply with all relevant legislation, statutory requirements and Hackney Education policies including safeguarding	✓	
Provide expert advice on complex HR issues including disciplinary, grievance and capability matters	✓	
Promote fair and consistent treatment of staff and a positive, inclusive working environment	✓	

Sickness Absence Management	Essential	Desirable
Lead advice and guidance on all sickness absence cases	✓	
Review staff absences via Brocom and Internet systems, maintaining daily communication with office managers or SLT	✓	
Provide termly sickness absence reports to Headteachers, ensuring trigger points are identified and addressed	✓	
Coach and support managers to conduct sickness reviews according to policy	✓	
Liaise with Occupational Health and ensure managers are informed of all referrals and outcomes	✓	
Attend and advise at formal sickness review meetings, ensuring accurate records are maintained	✓	

Operational Services Management	Essential	Desirable
<p>Provide strategic leadership and management for operational services including:</p> <ul style="list-style-type: none"> • Facilities Management: Premises, health and safety and security • Procurement: Contract management and value for money • ICT Strategy: Oversight of technological operations • Catering: Management of school meals and services • Support Services: Administrative and other support functions 	✓ ✓ ✓ ✓ ✓	
Ensure efficient, effective and compliant delivery of operational services	✓	
Develop and implement policies and procedures for operational services that comply with legislation and best practice	✓	

Financial and Resource Management	Essential	Desirable
Work with the Bursar to develop and manage the HR and Operational Services budget, ensuring effective financial planning, monitoring and control	✓	
Identify and implement opportunities to improve efficiency and value for money	✓	
Lead and manage the HR and Operational Services team including recruitment, performance management and professional development	✓	

Stakeholder Engagement and Partnership Working	Essential	Desirable
Build and maintain effective relationships with the Executive Headteacher, senior leaders, governors, staff and external stakeholders	✓	
Represent the Federation in external working groups, ensuring effective communication and collaboration	✓	
Liaise with external providers and contractors to ensure high-quality, cost-effective service delivery	✓	

Person Specification

Qualifications	Essential	Desirable
Degree in a relevant field (e.g. HR Management, Business Administration) or equivalent professional qualification	✓	
Membership of a relevant professional body at a senior level	✓	

Qualifications	Essential	Desirable
Significant senior-level experience leading HR and operational services, preferably in education or local authority settings	✓	
Proven track record of developing and implementing HR and operational strategies with measurable outcomes	✓	
Extensive knowledge of employment law, education legislation and best practice in HR and operations	✓	
Experience managing complex organisational change and service improvement initiatives		✓
Experience managing significant budgets and resources effectively	✓	
Experience working in a multi-school setting or federation		✓
Experience managing facilities, procurement or ICT services in a school setting		✓

Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review (following the first annual cycle) at the direction of the school Headteacher.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the academy in relation to the post holder's professional responsibilities and duties.

The post holder will be expected to carry out all duties in the context of and in compliance with all the school's policies and procedures and in compliance with New Wave Federation Code of Conduct. All the above duties are to be carried out in line with current Health and Safety legislation.

Acceptance of the Job Description by post holder

Name	
Signature	
Date	