

Isca Academy Head of Business Support



At Isca we place our students at the heart of everything that we do, and are relentless in the pursuit of excellence for every individual.

♥ We **INSPIRE** our students, ♥
♥ celebrate their **SUCCESS**, ♥
care about our **COMMUNITY** and
have **AMBITION** for every single
child.



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Key Details

Salary

Grade H - Actual Salary
£40,778.00 - £45,092.00

Location

Isca Academy,
Earl Richards Road
South, Exeter EX2 6AP

Hours

Monday - Friday
All year round

Interviews

w/c 29th June 2026

Closing date

25th June 2026

Required from

ASAP

Isca Academy is an aged 11-16 secondary school based in the heart of Exeter. We firmly believe in the value of a rounded education which promotes creativity, resilience, self-belief and confidence; and we pride ourselves on our exceptional extra-curricular, creative and outdoor education programmes.

How to apply

For an informal conversation about the position please contact Harriet Smith at recruitment@iscaexeter.co.uk

An application pack can be found at <https://www.tedwraggtrust.co.uk/vacancy> or click on the apply now button



About Isca Academy



Vicki Joyce
Headteacher



Isca has an experienced and skilled staff who have a track record of going above and beyond to provide exceptional opportunities for our students. We recognise that delivering great qualifications is important however, in parallel, building students' character and self-esteem, nurturing their ambition and inspiring a new generation to achieve beyond their wildest imagination is the Isca difference.



- **Ambitious:** works hard, has the highest standards and is positive for the future
- **Selfless:** self-aware and emotionally intelligent to support self and others to thrive
- **Collaborative:** builds strong relationships and networks

A Warm Welcome from our CEO



An ambitious and inclusive Trust of schools strengthening our communities through excellent education.



Moira Marder, OBE

On behalf of the Ted Wragg Trust, I would like to thank you for your interest in working for our Trust. This is an excellent opportunity to join our Trust and work in one of our 17 schools.

In our **ambitious** and **inclusive** Trust of schools we know that every individual is critical to help us to achieve our collective mission to **transform lives, strengthen communities** and **make the world a better place**.

Our values driven, growing 2-18 Trust, has the highest expectations for every child, every day, with social justice at our core. In this pack you will find out more about how we **support, develop** and **grow great people**. This is a hugely exciting time for our Trust as we continue to grow, embed, improve and innovate to **improve the life chances of all children** in the South West.



We demonstrate our love through our values

How we will succeed



Job Description

Key Purpose

The Head of Business Support is a key member of the School Leadership Team, providing strategic and operational leadership across the school's business and support functions.

Working closely with the Headteacher, staff, Trust colleagues, parents and external partners, the Head of Business Support will lead on the effective management of finance, human resources, premises, health and safety, compliance, administration, communications and operational services.

The postholder will promote a culture of continuous improvement, ensuring that the school operates efficiently, safely and in line with statutory requirements, policies and best practice.

Key Duties & Responsibilities

Strategic Leadership and School Operations

- Provide strategic and operational leadership across all business support functions.
- Lead, manage and develop support teams to deliver high-quality services aligned with the school's vision and priorities.
- Provide insight, analysis and advice to support decision-making, identify opportunities for improvement, and ensure effective systems, processes and resources are in place to maximise efficiency and value for money.
- Attend weekly senior leadership meetings, and school events, as directed.
- Participate fully in professional development and carry out any other reasonable duties as directed by the Headteacher.

Finance and Resource Management

- Oversee effective financial operations, ensuring compliance with Trust procedures and regulations.
- Support budget planning, forecasting and financial reporting, maintaining robust systems for procurement, purchasing, income, expenditure and financial controls.
- Promote effective resource management and value for money across the school.

Human Resources and Staff Support

- Lead and quality assure HR processes including recruitment, safer recruitment checks, staff records, contracts, absence management and payroll processes, with support from the central HR team.
- Provide advice and guidance on employment policies and procedures, supporting a positive culture focused on wellbeing, inclusion and professional development.

Estates, Health & Safety and PFI Management

- Lead the management of the school site, ensuring a safe, secure and compliant environment.
- Oversee premises, contractors, maintenance and service delivery, ensuring statutory health and safety requirements are met.
- Manage relationships with external providers and support estates planning and improvement projects.

Job Description

Key Duties & Responsibilities

Compliance, Governance and Information Management

- Act as the lead contact for operational compliance, ensuring the school meets statutory, regulatory and Trust requirements.
- Oversee GDPR, information governance, confidentiality, record keeping, audits, inspections and external reviews.

Administration, Communications and Community Engagement

- Ensure the delivery of effective administrative services and front-of-house provision.
- Maintain clear communication systems for staff, students, families and external stakeholders.
- Support school communications, events and engagement activities, ensuring information is accurate, accessible and well managed.



Person Specification

Essential

- Degree level qualification or equivalent relevant professional experience.
- Senior operational, business support, administration or management experience.
- Experience leading and developing teams and improving systems/processes.
- Ability to analyse information, produce reports and support strategic decisions.
- Understanding of finance, HR, safeguarding, GDPR, health and safety and compliance.
- Strong organisation, communication and relationship-building skills.
- Ability to manage competing priorities and deliver high standards.
- Commitment to the Trust values: ambitious, selfless and collaborative.

Desirable

- Experience within a secondary school, academy or multi-academy trust.
- Experience of finance, HR, estates, facilities or contractor management.
- Experience of organisational improvement, communications or stakeholder engagement.

Grading Criteria

- Directly line manages others within the service.
- Creates imaginative solutions and responses to complex situations.
- Undertakes comprehensive assessment, planning and evaluation where situations are not straightforward.
- Makes decisions where policies provide general guidance and professional judgement is required.
- Makes decisions with significant implications for services, employees or stakeholders.
- Works to deadlines while managing changing circumstances and conflicting priorities.
- Applies detailed specialist knowledge or broad knowledge across multiple functions.



#lifeattedwragg

We know that our people are our **greatest asset** and research tells us that happiness at work is directly linked to student happiness and consequently **student outcomes**.

We are working hard to make sure that all our employees **love coming to work**.



Our Trust is dedicated to fostering an environment where employees can **reach their full potential, with dignity, respect, and equal opportunities for all**.

We value the unique contributions of each individual, recognising that **diversity strengthens our community and makes our Trust a positive place to work and grow**.

We are committed to excellent employment practices that attract and retain talent from a variety of backgrounds and communities.

The aim of our people strategy is to be the **greatest place to work in the South West**.

We know that to realise our ambitious aim we must **welcome, retain and develop our great people** who work day in day out to **transform the lives of the children in our Trust**.



#lifeattedwragg is focussed on ensuring all our employees:

- **Love coming to work** and have a strong sense of belonging
- **Experience high quality development** through our dedicated development curriculums delivered by the Ted Wragg Institute
- **Inspire others** with their open and collaborative approach

To find out more about what it is like to work at the Ted Wragg Trust, explore our development curriculums and hear from our employees please visit our website at [www.tedwraggtrust.co.uk/workwith us](http://www.tedwraggtrust.co.uk/workwithus)



The Ted Wragg Institute



We want to ensure that our people feel **invested** and **fulfilled in their role** by providing personalised, relevant and engaging professional development. Our brand-new **Ted Wragg Institute (TWI)** delivers our **high-quality development** offer for all, across our family of schools.

Our incredible offer includes Trust CDP, Leadership Development, Networks, Cohort-specific training and NPQs. Take a look at our offer this year here.

Early Career Teachers

If you are an Early Career Teacher you will benefit from our tailored Early Career Framework combining weekly instructional coaching, asynchronous independent learning, online 'clinics' and in-person conferences. With a dedicated mentor or coach and access to supportive networks the ECTs in our Trust are supported and developed to reach their full potential.

Our professional development delivery model

Our professional development delivery is underpinned by our Education key concept (see page 8). We believe that professional development should build knowledge, motivate, develop techniques and embed practice.

At the Ted Wragg Trust, we are research informed and believe that it is important that everyone involved in sharing ideas understands the underlying rationale and evidence base. We ensure that professional development is:



Sustained

Frequency is critical, not time span



Practice-Based

Create new habits



Domain-Specific

Create new habits



External Expertise

Challenge the familiar & refresh ideas



Professional Buy-In

Purpose & benefits eclipse volunteering

We believe this slightly adapted model from 'Teaching Walkthrus 2', Tom Sherrington and Oliver Caviglioli is applicable to all professional development and will underpin the delivery of all our professional development networks, seminars and webinars.



Our Ted Wragg Standard



Our Ted Wragg Standard provides a **minimum set of high standards** across all our schools to establish clear structures, implement effective processes and hold each other to account **to enable excellence**. It is based on our three key concepts: Leadership, Education and Every Child Succeeds.

Key Concept: Leadership



We believe that great leadership:



Fiercely educates



Thrives in a complex system



Is locally enabled

Key Concept: Education

We have a clearly defined and articulated learning model that is understood by all teaching staff. This model of the learning process uses the concepts of Working Memory and Long-Term Memory. It draws on ideas from Cognitive Load Theory and the work of Daniel Willingham.



Key Concept: Every Child Succeeds



We believe individual development is well explained using Maslow; that an individual grows in an ecosystem and can be interpreted using Bronfenbrenner's work, and that we are interdependent.

We believe that to enable our children to live a life of opportunity, we need to understand what true inclusion means. To us, our model is based on Maslow's hierarchy of needs and the Bronfenbrenner's ecology of inclusive education.

Microsystem	Family	School
Child <ul style="list-style-type: none"> • sleep well • eat breakfast • follow school rules and routines • attend school regularly 	<ul style="list-style-type: none"> • healthy sleep patterns • nutritional diet including breakfast • Online safety parental controls • adequate housing • clean clothing • Support school policies • Protect from dangers • attend medical appointments • ensure attendance is good 	<ul style="list-style-type: none"> • Behaviour, Health and Safety • Accessibility, Safeguarding, Supporting Pupils with Medical Conditions and Anti-Bullying Policy • Online Safety lessons and workshops for parents/carers • Early help support • First Aid trained staff • Attendance, Engagement, Supporting Officer and Attendance Policy • Nutritional lunches and free breakfast • Foodbank support • Wrap around care

Mesosystem

- We endeavour to provide a safe and welcoming environment for pupils and their families.
- We listen to our pupils and families and take seriously what they tell us.
- We work in partnership with other agencies such as CAMHS and Early Help

Macrosystem

- Keeping Children Safe in Education
- Teacher Standards
- Devon and Plymouth Children's Social Services
- 0-25 SEND Team
- Virtual School

Our Benefits

A critical part of our People Strategy is to ensure that we welcome and retain our great employees and ensure that they are supported both at home and at work.

When you join our Ted Wragg family we are here for you every step of the way. Here are some of the benefits we offer:

The infographic consists of 12 rounded rectangular boxes arranged in two columns and six rows. Each box contains an icon, a logo, and a text description of a benefit.

- Exceptional development and networking opportunities** (Icon: Three stylized human figures in blue, green, and red)
- Free annual flu jab, eye test and allowance for glasses** (Icon: Syringe and pill bottle)
- Free, confidential employee helpline. Available 24-7 through Health Assured** (Icon: Health Assured logo)
- Up to 10% off all Pure Gyms** (Icon: PureGym logo)
- Up to 2 days paid emergency time off for dependants** (Icon: House with heart)
- Timetabled instructional coaching for all teachers** (Icon: Two heads with gears)
- Cost of blue light cards can be claimed through expenses** (Icon: Blue Light Card logo)
- Exclusive discounts, cashback and vouchers** (Icon: Discounts for teachers logo)
- Access to Wisdom app to support your mental health** (Icon: Heart with hands)
- up to the value of £2,000.** (Icon: Cyclescheme.co.uk logo with icons for car, bike, and factory)
- Generous public sector pension schemes for all staff** (Icon: Clock and coins)
- Family friendly policies and flexible working opportunities** (Icon: Family of three)



Our Trust Journey



Professor Ted Wragg, in whose memory the Ted Wragg Trust is named, was passionate about how education can transform young people's futures.



Thank you for
your interest in
working with us!

