

Recruitment Pack

Hub Business Manager





Introduction

Thank you for your interest in the role of Hub Business Manager at The Rivers C. of E. Academy Trust. This is an exciting opportunity to take on a senior operational leadership role, working across a group of schools to strengthen and coordinate business services at a hub level.

At The Rivers C. of E. Academy Trust, our mission is clear: we create extraordinary futures by empowering extraordinary people. Our schools are united by strong values, a commitment to inclusion and a shared belief that every child deserves the opportunity to thrive academically, socially and emotionally.

As our trust continues to grow and evolve, the importance of strong, consistent and high-quality professional services across all schools is increasingly vital. This role sits at the centre of that ambition, ensuring that trust systems, processes and standards are translated into effective day-to-day practice that genuinely supports schools and their leaders.

The Hub Business Manager will play a key role in bringing together operational functions across the hub, helping to create clarity, consistency and confidence in how services are delivered. Working closely with school leaders and central teams, the postholder will support the smooth running of schools, enabling leaders to focus on delivering high-quality education.

This is a role that requires strong professional judgement, the ability to build trusted relationships and a commitment to continuous improvement. It offers the opportunity to make a meaningful impact across multiple schools, shaping how professional services operate and develop over time.

We are looking for someone who is motivated by making things work well in practice, who can bring structure and oversight while remaining responsive to the needs of individual schools and communities.

If you are passionate about supporting schools through effective operational leadership and are excited by the opportunity to work across a hub within a growing trust, we warmly encourage you to apply.

With best wishes,

Matt Meckin – CEO

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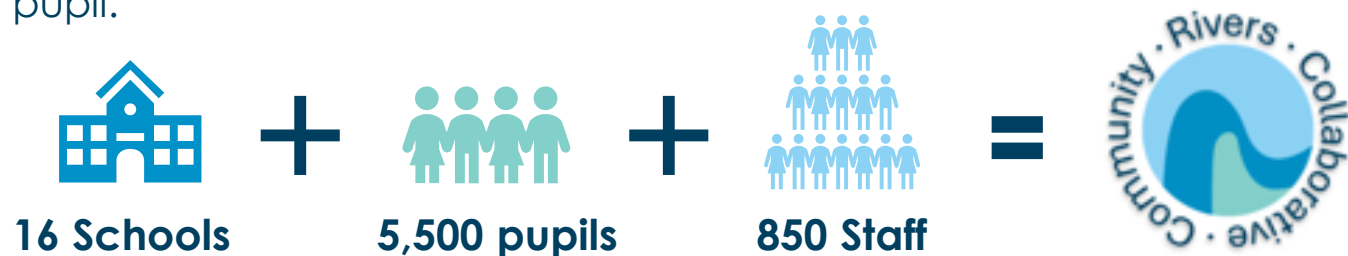
Susanna Taylor - CFOO

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Our trust

The Rivers C. of E. Academy Trust, founded in 2014, is a primary-specialist trust with a strong track record of improving schools and a collaborative yet singular purpose of providing an **extraordinary education** for every pupil.



Our community of sixteen schools has over 5,500 pupils and more than 850 staff. We are one of the largest primary multi-academy trusts in the West Midlands with a geographical reach across Worcestershire, Sandwell, and Dudley.

We pride ourselves on being front-line focused and our team of **extraordinary people** work passionately on our shared mission. Our ambition for each school remains a priority, with 100% of our schools rated 'Good' or 'Outstanding' by Ofsted, several of which have improved from weaker predecessor judgements.

Education provision across our family of schools is closely matched to the specific needs of our learners, particularly the most vulnerable and their families. We have high hopes for every child, whatever their background, need or prior attainment, and we empower our pupils to see their limitless potential so they can contribute positively to society and to their **extraordinary futures**.

Mission

Our mission defines what we do and why it matters – guiding every decision we make and every improvement we pursue:

Extraordinary Education
Extraordinary People
Extraordinary Futures

Vision

Through an **extraordinary** education, we empower pupils to be life-long learners and see their limitless potential. Respectful relationships and an unwavering focus on discovering talents and interests enable pupils to flourish and be **extraordinary** people. Together, we spark aspiration and drive achievement, so that pupils contribute positively to society and to their **extraordinary** futures in an ever-changing world.

Ethos and Values

We are a family of schools with a Christian ethos. We have Church of England and community schools, welcoming families from all faiths and no faith, but together we are guided by our mission, vision and values. Whilst each school's unique character and local community are celebrated, we are united through our shared mission, vision and our **STARS** values. These are the characteristics and behaviours that we ALL share.



2030 Strategy

Whilst acknowledging and celebrating our many successes, we are not complacent and continue to strive for excellence in everything we do. Our 2030 strategy sets out our three key themes, and the three 'anchors' within each theme, which outline our areas of focus as we move into our second decade.

Extraordinary Education

- Excellent teaching and provision
- High-quality support for vulnerable pupils
- Exceptional enrichment

Extraordinary People

- Empowered and valued employees
- Clear professional learning pathways
- High-quality collaboration and networks

Extraordinary Futures

- Purposeful environments
- Digital innovation and efficiency
- Thriving growth and partnerships

Extraordinary People

The Rivers C. of E. Academy Trust is a mission-driven, connected learning community committed to transforming lives by providing an **extraordinary education** for every pupil.

We believe that **extraordinary people** create **extraordinary futures**. Together, through shared values and a commitment to excellence, we empower each other to grow, achieve, and make a lasting impact for our pupils.

Our people are the heart of our success. We have built a strong, supportive community of professionals, investing in every team member through collaboration and a broad menu of CPD. You will have access to a range of professional opportunities, including a strong network of like-minded peers.

Staff Benefits: Our Commitment to You



In 2024, to mark our 10th anniversary, we launched Rivers' **"10 for 10"** initiative by introducing 10 brand-new staff benefits to thank our **extraordinary people**.

These benefits include enhanced wellbeing support, flexible working opportunities and access to professional development designed to support long-term career growth. They have been created to support staff wellbeing, growth, and work-life balance.

Click here to [Find out more about our staff benefits](#)

Hub Business Manager

Salary Range: PO2 (£42839 - £46142) Please note this is subject to a pending pay award

Contract: Full-time, 37 hours per week, full year, permanent contract

Start date: September 2026, earlier start date preferred.

Line management: Head of Business Services (HoPS)

Hub region: North Hub, Sandwell and Dudley, supporting Summerhill Primary Academy, Summerhill's Little Treasures, Dudley Wood Primary School and Jubilee Park Academy.

Day-to-day operational reporting: Hub Director

About the Role

We are seeking an exceptional Hub Business Manager to take on a key operational leadership role across a group of schools within our growing and ambitious trust.

You will play a pivotal role in ensuring business services are consistent, effective and well-coordinated across the hub—working closely with the Head of Business Services and Hub Director to embed strong systems and ways of working.

This is an opportunity to build strong relationships, bring clarity to complex operations and make a tangible difference to how schools function—enabling leaders to focus on delivering high-quality education.

Key Responsibilities

- Lead and coordinate business services across the hub
- Line manage and support Office Managers and Business Managers
- Drive high standards, consistency and effective ways of working
- Support school leaders to navigate operational challenges
- Contribute to a joined-up, efficient and well-supported hub model

Opportunity

This is an exciting opportunity to work across multiple schools, building strong relationships with leaders and shaping how business services operate in practice.

You will play a central role in creating a consistent, connected and high-performing approach across the hub ensuring schools feel supported, aligned and able to deliver at their best.

About You

We are looking for a confident, organised and solutions-focused professional with experience of managing business or operational services in a complex environment. You will have the credibility to work effectively with senior leaders, the ability to lead and support teams, and a practical, resilient approach to delivering high standards. Above all, you will be motivated by making a real difference to how schools operate and the outcomes they achieve.

Why Join Us?

This role offers a unique opportunity to:

- Make a meaningful impact across a group of schools
- Work in a collaborative and ambitious multi-academy trust
- Strengthen and shape how business services are delivered
- Support school leaders and staff to succeed
- Contribute to delivering extraordinary education and futures for every pupil

Job Description

Hub Business Manager

Key purpose:

The Hub Business Manager (HBM) is a senior operational leadership role responsible for operationalising the Head of Business Services (HoPS) remit at hub and school level. The postholder ensures that trust-wide business services strategies, policies, systems and standards are translated into effective, consistent and compliant day-to-day practice across schools within the hub.

The role provides operational leadership, coordination and assurance across business services functions (including finance operations, HR administration, estates coordination, governance administration, information management and safeguarding), working closely with school leaders to ensure that services enable high-quality education, effective risk management and regulatory compliance.

The Hub Business Manager is accountable for the quality, consistency and effectiveness of business services delivery within the hub, escalating risks, issues and capacity concerns appropriately to the Head of Business Services, Hub Director and relevant heads of service.

Key accountabilities:

Leadership and hub-wide coordination

Provide senior operational leadership for business services delivery across schools within the hub, ensuring consistency of approach, adherence to trust policies and effective prioritisation of work.

Act as the primary operational point of coordination for business services matters within the hub, ensuring that issues are resolved at the appropriate level and escalated to relevant heads of service where specialist input, decision-making or assurance is required.

Work closely with the Hub Director to align professional services activity with educational priorities, school improvement plans and hub capacity.

Build strong, professional relationships with headteachers and senior leaders, supporting them to navigate trust systems, processes and escalation routes.

Provide regular updates and assurance to the Head of Business Services on hub-level performance, risks, capacity pressures and emerging issues.

Line management and team leadership

Line manage office managers, school business managers or equivalent roles within the hub, where applicable.

Set clear expectations, provide supervision and support professional development of staff.

Ensure that teams understand trust policies, systems and escalation routes and are held to account for delivery.

Identify and escalate training needs, development opportunities and examples of effective practice within school office teams, taking account of differing school contexts and escalating themes and capacity issues to the Head of Business Services.

Office standards, customer service and administrative practice

The Hub Business Manager is accountable for developing, embedding and assuring consistent standards of administrative practice and customer service across school offices within the hub, in line with the trust's professional services strategy and expectations set by the Head of Business Services, while respecting the individual culture, ethos and community context of each school.

Translate trust-wide expectations for professional conduct, customer service and administrative practice into clear, practical standards for school office teams, ensuring these are applied sensitively and appropriately within each school's local context.

Provide professional leadership to office managers, school business managers and administrative staff within the hub, setting expectations around service quality, responsiveness, confidentiality and professionalism, while valuing the unique identity and relationships of each school community.

Promote a culture of high-quality, inclusive and respectful customer service across school offices, recognising that school offices are often the first point of contact for parents, pupils, visitors and external partners.

Support the consistent implementation of agreed processes and ways of working across schools, balancing trust-wide standards with respect for school culture, community expectations and established relationships.

Monitor and assure the quality of administrative practice and customer service across the hub, providing feedback, support and challenge where standards fall below expectation. Where issues arise, work first with the headteacher to address concerns locally, escalating individual issues and emerging themes to the Head of Business Services where appropriate, while working constructively with schools to achieve improvement.

Safeguarding administration, SCR and visitor management

The Hub Business Manager is accountable for assuring consistent school-office safeguarding processes across the hub, specifically:

- SCR (Single Central Record) accuracy and upkeep (supporting headteachers/DSLs).
- Safer recruitment administration (checks, evidence and record keeping).
- Visitor management standards (sign-in, ID checks where required, badges/lanyards, supervision expectations).
- Regular hub-level checks/visits to assure practice.
- A clear escalation route: raise with headteacher/DSL first, then escalate individual issues and themes to HoPS and safeguarding leaders per trust arrangements.

Pupil administration, data management and systems

The Hub Business Manager is accountable for assuring high-quality, consistent and compliant pupil administration across schools within the hub, ensuring that systems, processes and data effectively support teaching, learning, safeguarding and statutory requirements, including appropriate administrative support for pupils with medical conditions.

Provide operational oversight of pupil administration functions within school offices, including admissions, attendance records, pupil movements and leavers.

Ensure the effective and consistent use of the trust's Pupil Management Information System (MIS) across schools, promoting accurate, timely and reliable data entry and maintenance.

Assure the accuracy, completeness and integrity of pupil data records, including medical needs, care plans, safeguarding, SEND, attendance and demographic information, in line with statutory guidance and trust expectations.

Ensure that administrative systems and processes support the identification, recording and ongoing management of pupils with medical conditions, including the maintenance of accurate records and care plans where required.

Support headteachers and relevant staff to ensure information relating to pupils with medical needs is handled sensitively, confidentially and shared appropriately with those who need to know.

Oversee and support the preparation, checking and submission of statutory returns, including the school census, ensuring deadlines, data quality and validation requirements are met.

Monitor pupil data quality at hub level, identifying risks, inconsistencies or capacity issues and working with headteachers to address issues locally, escalating concerns or emerging themes to the Head of Business Services as appropriate.

Ensure pupil data is managed in compliance with data protection and information governance requirements, promoting secure handling, appropriate access and confidentiality.

Support the effective use of the MIS and related systems for communication with parents and carers, including messages, alerts, reports and information sharing.

Promote consistent administrative practice in supporting communication between school offices, teaching staff and leaders, ensuring systems are used effectively to support day-to-day operational needs.

Financial operations

The Hub Business Manager does not provide technical finance expertise but is accountable for the effective operational delivery of trust finance processes at hub and school level.

Support the implementation of trust-wide budgeting, financial control and reporting processes within schools, ensuring deadlines, data quality and process requirements are met.

Monitor school-level financial performance within the hub, identifying operational risks, inconsistencies or capacity issues and escalating concerns to the Head of Finance and Hub Director as appropriate.

Ensure that finance-related administrative processes (including purchase orders, invoice approvals, income processes and local reconciliations) are operating effectively and in line with trust expectations.

Support school leaders to understand financial reports and processes, signposting technical queries to the Head of Finance or finance team as required.

Payroll checking and approval

Reinforce trust expectations regarding payroll checking, evidence and approval processes, ensuring schools engage appropriately with the Hub Finance Manager and central finance team.

Support the timely flow of accurate information from schools to the Hub Finance Manager to enable effective payroll checking.

Monitor that payroll checking processes are being followed across the hub, escalating concerns about non-compliance, delays or capacity issues to the Head of Business Services and Head of Finance.

Support school leaders to understand payroll processes, roles and escalation routes, signposting technical payroll or pay framework queries to the Hub Finance Manager or Head of Finance as appropriate.

HR administration and workforce operations

Accountable for the operational delivery of HR processes at hub and school level.

Support the delivery of routine HR policy and processes. For complex HR matters, refer to HR consultancy support for employment law and HR casework advice.

Ensure that trust HR policies, procedures and systems are implemented consistently across schools within the hub.

Oversee the accuracy, timeliness and completeness of workforce data held in the HR MIS, ensuring information is maintained to support payroll, reporting and compliance.

Coordinate recruitment, onboarding, contract variation and leaver processes at school level, ensuring appropriate approvals and documentation are in place.

Support headteachers and school leaders with workforce planning activity, escalating complex cases to the Head of Business Services or relevant specialists.

Estates, Health & Safety and facilities coordination

Provide day-to-day operational direction to the Hub Site Manager, setting priorities, coordinating workload and ensuring alignment with trust standards and escalation routes, while formal line management remains with the Head of Estates & Facilities.

Support compliance with health and safety procedures at school level, ensuring checks, records and actions are completed and concerns escalated to the Head of Estates & Facilities.

Monitor site standards, including cleaning and presentation, providing feedback, support and escalation where standards fall below trust expectations.

Governance, compliance and information management

Support the effective operation of governance administration at school and hub level, ensuring meetings, records and documentation meet trust requirements.

Support compliance with information governance, data protection and records management requirements, escalating concerns or breaches to the Head of Information Governance.

Ensure that school-level processes support timely and accurate completion of trust and statutory returns coordinated by central teams.

School onboarding, growth and change

Support trust growth and change activity at hub level, including onboarding of new schools and implementation of new operating models.

Coordinate operational readiness activity for new schools, working under the direction of the Head of Business Services and in collaboration with heads of service.

Identify operational risks, capacity gaps and training needs arising from growth or change and escalate appropriately.

Generic Responsibilities

Seek ongoing improvement within own area of responsibility and undertake further training as required.

Maintain a flexible and team-working approach and undertake other duties consistent with the level of the role.

Promote and uphold the trust's safeguarding policies and procedures, ensuring a safe and secure environment for all.

Comply with the trust's equality, diversity, data protection, information security and health and safety policies at all times.

Maintain confidentiality in relation to pupils, staff and trust business.

Principal Contacts: Hub Director, Hub Finance Manager and Hub Site Manager, headteachers and senior leaders, office managers and business support staff, Head of Business Services and other heads of services, external contractors and suppliers.

Direct staff reports: Office managers (including school business managers where applicable) across the hub, holding them accountable for delivery of agreed standards and ways of working.

Operational responsibility: The Hub Site Manager will be line managed by the Head of Estates & Facilities and directed by the Hub Business Manager on an operational (day-to-day) basis.

Additional Responsibilities

To carry out any such duties as may be reasonably required by the Hub Director.

To undertake any further training as required.

To be aware of and observe all policies, procedures, working practices and regulations. In particular:

- Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to cooperate with their employer to enable them to perform or comply with any statutory provisions. The trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
- To understand, comply with and promote the trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all.

Additional Responsibilities continued

- It is the responsibility of all staff to comply with the trust's equal opportunities policy. The key responsibilities for staff under this policy are set out in the trust's code of conduct. The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users.
- To maintain confidentiality about pupils, clients, staff and other trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- Employees must adhere to the code of conduct and comply with all reasonable management requests. This job description is intended to provide a broad outline of the accountabilities and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

The trust reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

Person Specification

HUB Business Manager

Education and Qualifications - Essential	Desirable
<ul style="list-style-type: none"> • Relevant professional qualification or substantial practical experience in business, finance or operational management within schools, education or a similarly complex organisation. • Evidence of ongoing professional development relevant to operational leadership, service delivery or business management. 	<ul style="list-style-type: none"> • Degree-level qualification or equivalent professional qualification in a relevant discipline. • Management or leadership qualification.
Experience, Knowledge and Skills - Essential	Desirable
<ul style="list-style-type: none"> • Substantial experience of managing a complex office or administrative environment, with multiple competing priorities, high volumes of work and significant accountability. • Experience of leading or coordinating business support, administrative or professional services teams, ensuring effective day-to-day delivery and consistent standards. • Demonstrable experience of working in a regulated or compliance-led environment, with responsibility for accurate records, statutory processes and adherence to organisational policies. • Experience of overseeing and assuring administrative systems and processes, including data quality, information management and customer service. • Experience of working effectively with senior leaders to support operational priorities, manage risk and resolve issues • Experience of prioritising, coordinating and directing work across teams or individuals, including giving day-to-day direction without formal line management where required. 	<ul style="list-style-type: none"> • Experience of line-managing office managers, school business managers or equivalent roles. • Experience of working within a multi-site, hub or matrix-managed organisation, such as a multi-academy trust. • Experience of supporting school improvement or organisational change through effective operational practice. • Experience of supporting organisational growth, onboarding or service transition activity.

Person Specification continued

Experience, Knowledge and Skills - Essential	Desirable
<ul style="list-style-type: none"> • Ability to interpret operational and management information to identify issues, risks or capacity pressures and escalate appropriately. • Strong organisational skills, with the ability to manage multiple priorities, deadlines and stakeholders simultaneously. • Strong communication skills, with the ability to explain operational requirements clearly to non-specialists and build effective working relationships. 	
Leadership and personal attributes – Essential	Desirable
<ul style="list-style-type: none"> • Credible and confident professional presence, able to work confidently with headteachers, senior leaders and central teams. • Strong commitment to visibility and relationship-building, with willingness to spend regular time working across schools within the hub. • Practical, solutions-focused approach, with sound judgement and attention to detail. • Collaborative and supportive leadership style, able to coordinate, guide and influence others within agreed frameworks and escalation routes. • High level of integrity, professionalism and accountability. • Resilient and adaptable, able to manage pressure, competing demands and change in a busy operational environment. • Commitment to the trust's vision, values and culture, including safeguarding, equality, inclusion and ethical practice. 	



How to Apply

Application forms can be accessed via the link below:

[The Rivers C. of E. Academy Trust – Vacancies](#)

Please download a copy and email your completed application form to HR@riverscofe.co.uk by **9.00am** on **Monday 20th April 2026**.

(applications received after this date/time will not be accepted)

Please do not submit a curriculum vitae as these will not be included in the shortlisting process.

Shortlisted applicants will be contacted by Wednesday 22nd April and interviews will be held week commencing **27th April 2026**.

To find out more, you can visit our [trust website](#) .

The Rivers C. of E. Academy Trust is committed to safeguarding and promoting the well-being of children and expects everyone to share this commitment. The successful applicant will undergo a full enhanced DBS check.

The Rivers C. of E. Academy Trust reserves the right to withdraw the vacancy should a suitable candidate be found at any time during the recruitment process.




The Rivers
C.of E. Academy Trust

Thank you for your interest in working with The Rivers C. of E. Academy Trust.

We look forward to receiving your application.

 **The Rivers C of E Academy Trust**
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 The Rivers CofE Academy Trust

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