



COUNDON  
COURT

# OPERATIONS MANAGER

## Recruitment Pack





## BUILDING BRIGHTER FUTURES



Our story is one of moral purpose. We are a learning community where everyone works collaboratively to plan, spread expertise and tackle challenges together — always focused on putting the needs of our students first. Together we build brighter futures.

### **Our Mission**

We aim to make a difference by raising the horizons and ambitions of everyone who learns, works, and lives within our diverse communities.

### **Our Values**

The Trust is committed to building brighter futures. This commitment is underpinned by three core values:

- Student's first
- It's about learning
- No barriers

### **Join Us**

This is an exciting time to become part of The Futures Trust. Every role here is more than a job — it's real, impactful work that makes a meaningful difference in the lives of our students and their communities. We offer trust wide career paths and invest in outstanding opportunities for our staff to learn, grow, and truly change lives.



4

Primary Schools



6

Secondary Schools



9000+

Students



1300+

Staff



## Thank you for considering a career with The Futures Trust.

We are delighted to provide you with this recruitment pack, designed to offer all the information you need to embark on a rewarding journey with us.

# Chris Heal Principal



Coundon Court School is a thriving school that is committed to Building Brighter Futures for all of its students.

Every decision we make is about the young people we serve, their learning experience and their personal development. We are looking to expand our team of talented professionals who excel in their field to help us on the next phase of our exciting journey.

**We look forward to hearing from you.**



## ▼ Job Details

JOB TITLE	OPERATIONS MANAGER
OPPORTUNITY	<p>We are seeking an excellent Operations Manager to directly manage or work with relevant colleagues to co-ordinate and oversee the school's day to day operational functions, including admissions, customer service, contract management, cover, marketing and estates and site management. They will facilitate the delivery of outstanding educational outcomes for the young people the school serves and secure the delivery of effective, high value for money services and solutions across the school.</p>
REPORTING TO	Principal
LOCATION	Based at Coundon Court School with a requirement to travel to work at or for schools in the Trust.
SALARY / HOURS	<p>Grade 7 - £39,568 - £46,643 per annum</p> <p>37 hours per week / all year round</p>
BENEFITS ENHANCING WORKING LIVES	<ul style="list-style-type: none"> <li>- Competitive rates of pay</li> <li>- Professional development opportunities</li> <li>- Career pathways across the Trust</li> <li>- Teacher / Local Authority Pension Scheme</li> <li>- Online retail discount</li> <li>- Employee Assistance Programme</li> <li>- Family Friendly policies to support family &amp; carer commitments</li> <li>- Flexible Working Arrangements</li> </ul> <p><a href="http://www.thefuturetrust.org.uk/why-work-for-the-futures-trust">www.thefuturetrust.org.uk/why-work-for-the-futures-trust</a></p>



## Job Description

### **Job Purpose:**

To directly manage or work with relevant colleagues to co-ordinate and oversee the school's day to day operational functions, including admissions, customer service, contract management, cover, marketing and estates and site management.

To facilitate the delivery of outstanding educational outcomes for the young people the school serves and secure the delivery of effective, high value for money services and solutions across the school.

### **Duties and responsibilities**

#### **Risk Management**

- Work with colleagues to ensure that the school's operational risks including unfilled places, data protection, site security, health and safety, and risks to business interruption and continuity are proactively and effectively identified, evaluated, controlled and managed.
- Ensure that the Trust's standard Business Continuity Plan and Risk Registers are utilised and implemented in School, and are regularly updated and reported on in accordance with Trust timescales.



## Duties and Responsibilities Continued:

### **Contract and Service Management**

- Manage the various Operations Budgets and authorise payments as delegated by the Principal, the and the Trust in accordance with the Trust's Procurement Policy, participating in Trust level procurement activities as required.
- Line Manage and support the work of the Cover Coordinator and ensure that cover for absent teachers is managed in accordance with the requirements specified by the Deputy Principal to ensure that provision and safeguarding requirements are met.
- Ensure that all aspects of the school's internal customer service and operations including telephony, reception, complaints and events management are high quality, and that they are measured regularly against Key Performance Indicators (KPI's) and reflect positively on the school and the Trust, enhancing the school's reputation and supporting the school to be 'first choice in their community'.
- Lead and manage relevant operational support staff at school level who are engaged in delivering the activities within scope of this role, ensuring that the Trust's H.R. policies and procedures are adhered to at all times.
- Assist in reviewing the school's administrative staffing requirements and with the recruitment of staff as appropriate.
- Oversee First Aid provision in school and provide support for educational visits working with colleagues with responsibilities in these areas.
- Oversee the visitor management process ensuring that appropriate safeguarding checks have been conducted on any visitors/contractors to the school in accordance with the School's Visitor Management Policy.
- Line Manage the Marketing and Communications Officer and provide support on the operational elements of marketing and communications
- Drive continual improvement and outstanding performance across all operational functions as measured by an agreed set of KPI's throughout the school.
- Ensure that the school's third party suppliers deliver value for money and highly effective products and services, undertaking regular evaluation against agreed KPI's and Service Level Agreements and escalating performance data as specified by the Trust.
- Utilise advice and guidance from the Facilities Manager to ensure that the management of the school estate and facilities is fit for purpose, that investment programmes are planned and implemented in accordance with budget, timescales and expectations regarding quality.
- Ensure that the school estate and facilities deliver the best possible educational outcomes and enrichment opportunities for the school's learners, that they are geared to the needs of teachers across the school and are a source of competitive advantage for the recruitment and retention of teachers.
- Undertake and contribute to bid sourcing and writing on behalf of the school in order to secure investment including Condition Improvement Funding.
- Work with the school's leadership team to ensure that school admissions are prioritised and systems are in place to ensure there is a relentless focus on ensuring the school has no unfilled places.
- Ensure that activities within the school's operational functions are carried out in accordance with Data Protection Act and health and safety requirements, including overseeing the management of health and safety risk assessments and accident and incident reporting.
- Prepare reports and attend meetings as required including reporting to the school's Governing Body and the Trust.

### **Professional Development**

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role of Operations Manager are up to date.
- Be a professional role model, and understand and promote the aims of the School and the values of the Trust.



## ▼ Person Specification

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> <li>GCSE's grade C or above in English and Maths or equivalent</li> <li>Full driving licence and own transport</li> </ul>	<ul style="list-style-type: none"> <li>A recognised degree level Management / Business Administration qualification</li> </ul>	Application Form Certificates
SKILLS AND ABILITIES	<ul style="list-style-type: none"> <li>Excellent business planning and deployment skills</li> <li>An ability to challenge the status quo and deliver continuous improvement</li> <li>Adept and creative problem solver with a positive, 'can do' attitude</li> <li>Able to handle difficult situations and to make decisions which may impact across several areas of the school</li> <li>Good commercial acumen and a talent for delivering excellent customer service</li> <li>Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail</li> </ul>		Application Form Interview Test

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
SKILLS AND ABILITIES CONTINUED	<ul style="list-style-type: none"> <li>• Proven ability to develop effective professional working relationships with stakeholders across multiple functions and at all levels</li> <li>• Able to communicate effectively both verbally and in writing with a range of audiences (up to and including Governors)</li> <li>• Able to inspire, direct and manage people effectively</li> <li>• Strong leadership skills, including effective time management, prioritising and delegation techniques</li> <li>• Competent user of Microsoft Word, Excel, Outlook and PowerPoint</li> <li>• Able to learn to utilise school systems effectively</li> <li>• Able to maintain confidentiality</li> <li>• Able to plan for the efficient and effective use of available resources</li> <li>• Able to contribute to the</li> <li>• development and maintenance of policies and procedures</li> <li>• Able to follow the school's</li> <li>• safeguarding procedures</li> <li>• and recognise when to report any concerns</li> </ul>		
EXPERIENCE	<ul style="list-style-type: none"> <li>• Extensive experience of operational management</li> <li>• Strong, proven leadership within a school or service sector environment</li> <li>• Experience of managing and developing a team of people, setting targets and conducting Performance Management</li> <li>• Experience of managing contracts and contractual arrangements</li> <li>• Risk management</li> <li>• Budget management</li> <li>• Setting targets and KPIs and monitoring delivery against these</li> <li>• Working to deadlines</li> <li>• Maintaining own professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Working in an education environment</li> <li>• Events management</li> <li>• Site and facilities management</li> </ul>	Application Form Interview

AREAS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
<p><b>KNOWLEDGE AND UNDERSTANDING</b></p>	<ul style="list-style-type: none"> <li>• All aspects of operations including site and facilities management, office management, cover, marketing, visitor management and reception (preferably in a school, charity or in the service sector)</li> <li>• Knowledge of relevant regulatory requirements and the need to manage compliance</li> <li>• Customer Service Delivery and the management control cycle</li> <li>• Relevant health and safety requirements</li> <li>• Safeguarding and promoting the welfare of children and young people, and that safeguarding is the responsibility of every individual</li> <li>• Safeguarding staff and students and an appreciation of how safe buildings and settings support this priority</li> </ul>	<ul style="list-style-type: none"> <li>• School systems including SIMS</li> <li>• School applications and admissions processes</li> <li>• School related legislation and regulatory requirements</li> </ul>	<p>Application Form Interview Test</p>
<p><b>OTHER REQUIREMENTS</b></p>	<ul style="list-style-type: none"> <li>• A professional role model who is committed to their own professional development and to developing others</li> <li>• Committed to and able to promote the aims of the school and the values of the Trust: Learners First, It's about Learning, No Barriers.</li> <li>• Values diversity and the unique contribution that every individual makes to the learning community</li> <li>• Demonstrates professionalism, loyalty and integrity</li> <li>• Able to work flexibly, and to attend meetings and INSET days as required</li> </ul>		<p>Application Form Interview</p>



## How to apply

**Closing date:**

**19<sup>th</sup> June 2026**

**Interviews:**

**To Be Confirmed**

If you wish to find out more about this role and a career within The Futures Trust please contact the Recruitment Team:

**tel: 02477 102134**

To apply for this post, please complete the online application form found at:

**[www.thefuturetrust.org.uk/work-with-us/current-vacancies](http://www.thefuturetrust.org.uk/work-with-us/current-vacancies)**

On application please read the following policies found at:

**[www.thefuturetrust.org.uk/work-with-us/recruitment-pack](http://www.thefuturetrust.org.uk/work-with-us/recruitment-pack)**

- Coundon Court School Safeguarding & Child Protection Policy
- Safer Recruitment Policy
- Suitability Policy
- GDPR Privacy Notice for Applicants



**The Futures Trust are committed to safeguarding and promoting the welfare of children and young people and require all staff and volunteers to share this commitment.**

The successful candidates for all positions will be subject to an enhanced DBS check and Social Media check.