

Operations Manager

Recruitment Pack





THE FUTURES TRUST - 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:

- Students 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 us.

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.



Matt Nicolle

Head Teacher



Redmoor Academy has a long standing reputation as an excellent school that provides a high quality education for all students, high expectations both in and out of the classroom and superb pastoral care. Our overarching aim of “Excellence, opportunities and success for all,” captures our aspirational and inclusive ethos

We set high aspirations within a culture of academic excellence, teaching the majority of subjects in mixed attainment groups and are passionate in our desire for every student to be successful. Our ethos is underpinned by a strong and supportive pastoral culture which promotes pupil well-being, as we believe in the education of the whole child in order to equip them to be good citizens in society.

We see Redmoor as being at the heart of the local community. Involving parents, local businesses and organisations in our school is central to our success.

The impact we have on our students is;

- *recognized* in our most recent Ofsted inspection in September 2021 where we were judged securely “good” in all areas
- *demonstrated* by 8 years of positive Progress 8 and fantastic GCSE outcomes for students
- *evidenced* in the social development of our students as they become valuable members of the community
- *affirmed* by the significant over subscription for places in Year 7 we experience every year.

Our CPD programme invests in the continued CPD of all colleagues, focusing on whole school priorities and the sustained development of pedagogy based on research, best practice and excellent links with other schools. We offer individualised pathways which support staff at all stages of their career including coaching, in-house training (with SSAT) and National Professional Qualifications.

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	We are seeking to appoint an Operations Manager to join Redmoor Academy, to directly manage or work with relevant colleagues to co-ordinate and oversee day to day operational functions in the school, including administration, health and safety, first aid, contract management, visitor management, compliance, catering services, estates and site management.
REPORTING TO	Principal
LOCATION	Based at Redmoor Academy, there may be a requirement to travel to other schools within the Trust for collaboration opportunities.
SALARY/ HOURS	Grade 7 - £39,568 – £46,643 37 Hours per week / 52 weeks per annum
BENEFITS ENHANCING WORKING LIVES	- Competitive rates of pay - Professional development opportunities - Career pathways across the Trust - Teacher / Local Authority Pension Scheme - Online retail discount - Employee Assistance Programme - Family Friendly policies to support family & carer commitments - Flexible Working Arrangements

www.thefuturestrust.org.uk/why-work-for-the-futures-trust



▼ Job Description

Job Purpose:

To directly manage or work with relevant colleagues to co-ordinate and oversee day to day operational functions in designated schools, including administration, health and safety, first aid, contract management, visitor management, compliance, catering services, estates and site management; facilitating the delivery of outstanding educational outcomes for the young people the Trust serves, and securing the delivery of effective, high value for money services and solutions.

Duties and responsibilities:

Risk Management

- Work with colleagues to ensure that 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, and are regularly updated and reported on in accordance with Trust timescales.

Contract and Service Management

- Manage the Operations Budgets and authorise payments as delegated by the Headteachers and the Trust in accordance with the Trust's Procurement Policy, participating in Trust level procurement activities as required.
- Ensure that all aspects of 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 schools and the Trust, enhancing the school reputations and supporting schools to be first choice in their communities.



- 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 and data protection policies and procedures are adhered to at all times.
- Assist in reviewing school administrative staffing requirements and with the recruitment of staff as appropriate.
- Oversee First Aid provision in schools, arranging and providing cover, alongside providing support for educational visits working with colleagues with responsibilities in these areas.
- Drive continual improvement and outstanding performance across all operational functions as measured by an agreed set of KPI's.
- Ensure that 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 Hub Estates Manager to ensure that the management of school estate and facilities are fit for purpose, that investment programmes are planned and implemented in accordance with budget, timescales and expectations regarding quality.
- Ensure that estates and facilities deliver the best possible educational outcomes and enrichment opportunities for learners, that they are geared to the needs of teachers across schools 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 schools in order to secure investment including Condition Improvement Funding.
- Work with school leadership teams to ensure that school admissions are prioritised and systems are in place to ensure there is a relentless focus on ensuring that schools have no unfilled places.
- Ensure that activities within school 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 Governing Bodies 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 schools and the values of the Trust.



▼ Person Specification

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
EDUCATION AND QUALIFICATIONS	- GCSE's grade C or above in English and Maths or equivalent - Full driving licence and own transport	A recognised degree level Management / Business Administration qualification	Application form Certificates
SKILLS AND ABILITIES	- Excellent business planning and deployment skills - An ability to challenge the status quo and deliver continuous improvement - Adept and creative problem solver with a positive, 'can do' attitude - Able to handle difficult situations and to make decisions which may impact across several areas of the school - Good commercial acumen and a talent for delivering excellent customer service - Highly organised; can prioritise and work well under pressure, meeting strict deadlines and exercising attention to detail - Proven ability to develop effective professional working relationships with stakeholders across multiple functions and at all levels		Application form Interview

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
SKILLS AND ABILITIES CONT....	• Able to communicate effectively both verbally and in writing with a range of audiences (up to and including Governors) • Able to inspire, direct and manage people effectively • Strong leadership skills, including effective time management, prioritising and delegation techniques • Competent user of Microsoft Word, Excel, Outlook and PowerPoint • Able to learn to utilise school systems effectively • Able to maintain confidentiality • Able to plan for the efficient and effective use of available resources • Able to contribute to the development and maintenance of policies and procedures • Able to follow the school's safeguarding procedures and recognise when to report any concerns		Interview Assessment
EXPERIENCE	• Extensive experience of operational management • Strong, proven leadership within a school or service sector environment • Experience of managing and developing a team of people, setting targets and conducting Performance Management • Experience of managing contracts and contractual arrangements • Risk management • Budget management • Setting targets and KPIs and monitoring delivery against these • Working to deadlines • Maintaining own professional development	• Working in an education environment • Site and facilities management	Application Interview Assessment

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	MEASURED BY
KNOWLEDGE & UNDERSTANDING	• All aspects of operations including site and facilities management and visitor management • Knowledge of relevant regulatory requirements and the need to manage compliance • Customer Service Delivery and the management control cycle • Relevant health and safety requirements • Safeguarding and promoting the welfare of children and young people, and that safeguarding is the responsibility of every individual • Safeguarding staff and students and an appreciation of how safe buildings and settings support this priority	School systems including SIMS School related legislation and regulatory requirements	Application Interview Assessment
OTHER REQUIREMENTS	• A professional role model who is committed to their own continuous professional development and to developing others • Committed to and able to promote the aims of the school and the values of the Trust: Students First, It's about Learning, No Barriers • Values diversity and the unique contribution that every individual makes to the learning community • Able to work calmly under pressure and withstand stress • Demonstrates professionalism, loyalty and integrity • Able to work flexibly, and to attend meetings and INSET days as required		Interview



How to apply

Closing date:

20th February 2026

Interviews:

27th February 2026

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.thefuturestrust.org.uk/work-with-us/current-vacancies

On application please read the following policies found at:

www.thefuturestrust.org.uk/work-with-us/recruitment-pack

- Redmoor Academy 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.