

Director of Services

Job Description and Person
Specification



St Clare
Catholic Multi Academy Trust

Job Description – Director of Services

Job Title: Director of Services

Reporting to: CEO

Direct Reports: Heads of Estates, IT

Contract: Full time, all year round

Location: Trust-wide

Purpose of the role

To provide strategic leadership and operational oversight of the Trust's shared services (Estates, IT, Catering) and develop school Business Partnering, ensuring these services are high-quality, efficient, compliant and responsive to the needs of schools.

The post holder will ensure that the Trust has effective systems for communication, quality assurance, and reporting, enabling the Board and Executive Team to make informed strategic decisions and drive improvement across all schools.

Key Responsibilities

1. Strategic Leadership of Operations

- Lead the development of a clear **operational strategy** for delivery of shared services, aligned to Trust priorities
- Ensure shared services support school improvement and organisational growth
- Contribute as a key member of the Trust's executive leadership team
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2. Leadership of Shared Services

- Line manage Heads of Estates and IT
- Develop and lead Trust catering services
- Develop and lead effective school business partnering service
- Foster effective team working between services with an emphasis on problem solving and joined up support for work in schools
- Build capacity, consistency and performance across all services
- Ensure each service has:
 - A clear annual plan
 - Defined KPIs
 - Measurable impact

3. Planning, Monitoring and Reporting

- Oversee the development of **service strategic plans**
- Establish robust systems for:
 - Performance reporting
 - Progress tracking
 - Impact evaluation
- Provide high-quality reports to:
 - CEO and CFO
 - Trustees / Committees

4. Quality Assurance and Continuous Improvement

- Design and implement Trust-wide **QA frameworks** for shared services
- Ensure consistency of provision across schools
- Use data, feedback and benchmarking to drive improvement

5. Compliance, Risk and Statutory Responsibilities

- Serve as the Trust's Data Protection Officer
- Ensure the Trust meets all regulatory and statutory requirements in relation to:
 - Health & Safety
 - Estates compliance
 - HR and employment practice
 - Data protection and IT security
- Maintain oversight of risk and ensure mitigation systems are in place

6. Communication and Stakeholder Engagement

- Develop effective systems for communication between:
 - Schools and central services
 - Service teams and leadership
- Ensure schools are well-supported and services are responsive

7. Project and Risk Coordination

- Lead and coordinate responses to key Trust priorities, including:
 - Schools requiring urgent support
 - High-risk operational issues
 - Major improvement or change programmes
- Ensure delivery is structured, timely and effective

8. Systems and Operational Efficiency

- Design simple, scalable systems for:
 - Communication
 - Reporting
 - Performance management
- Identify and deliver efficiencies and value for money across services

Person Specification

Essential Criteria

Experience

- Significant leadership experience in operations within education or a complex organisation
- Proven experience managing multiple service areas (e.g. Estates, IT)
- Experience of leading teams and developing high-performing services
- Experience of developing systems for performance monitoring and QA
- Experience managing risk, compliance and statutory responsibilities

Knowledge

- Strong understanding of:
 - School systems and structures
 - Regulatory and statutory requirements in education
 - Operational risk and compliance frameworks
- Knowledge of best practice in service delivery and organisational improvement

Skills

- Highly effective leadership and people management
- Ability to design **clear, simple and scalable systems**
- Strong analytical and reporting capability
- Excellent organisational and project management skills
- Strong communication and influencing skills

Personal Qualities

- Highly organised, pragmatic and solutions-focused
- Able to operate strategically and operationally
- Calm under pressure and able to manage complexity
- Committed to improving outcomes for children and young people

Desirable

- Experience in a Multi Academy Trust
- Relevant professional qualification (e.g. HR, estates, leadership)
- Experience working with boards/trustees

ADDITIONAL INFORMATION

This post is subject to an Enhanced Disclosure and Barring Services (DBS) check.

This post is exempt from the Rehabilitation of Offenders Act (1974) – applicants must be prepared to disclose all criminal convictions and cautions including those that would otherwise be spent under the Act.

The Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.



St Clare Catholic Multi Academy Trust

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