

FHS

Francis Holland Schools

CANDIDATE INFORMATION



IT OPERATIONS MANAGER

From September 2026 or as soon as possible

ABOUT FHST

Francis Holland Sloane Square is an academically selective independent day school for girls aged 11-18, located in the heart of London. Founded in 1881, it is one of three highly regarded independent girls' schools in the Francis Holland Schools Trust (FHST), with a sister senior schools at Regent's Park, and a preparatory school in Chelsea.

For nearly 150 years, the Trust has built a strong reputation for delivering an exceptional, well-rounded, girls' education- shaping futures with purpose. Whilst each of the schools is proudly unique, with its own culture, identity, and community, the schools are united by a shared belief: that education is for life. This approach combines academic excellence with outstanding pastoral care, equipping pupils to flourish, find happiness and lead lives of purpose.

Francis Holland Sloane Square and Francis Holland Preparatory Educates around 700 girls aged 4 to 18 with around 165 Juniors, 550 Seniors and a fast-growing Sixth Form of around 130.

Title: IT Operations Manager

Reporting to: Director of Technology

Location: Francis Holland Sloane Square and Francis Holland Preparatory School with travel to other Trust schools as required.

Salary: £50,000- £70,000 depending on skills and breadth of experience.

Hours of Work: 08.00-16.30 (with 60 mins for lunch)

We are looking for an ambitious and talented IT Operations Manager to lead the delivery of IT services across Francis Holland School, Sloane Square and Francis Holland Preparatory School, whilst supporting the wider Trust in our strategic aims. Whether you're an experienced IT leader looking for a fresh challenge or a high-performing Senior Engineer, Technical Lead or Infrastructure Specialist ready to take the next step into management, this role offers the perfect opportunity to make a real impact.

Working closely with our Director of Technology, you'll play a key role in delivering reliable, secure and innovative technology services that support exceptional teaching and learning. You'll have the opportunity to lead a skilled dedicated team, drive service improvements, deliver technology projects and help influence the future direction of IT across our family of schools.



This is far more than a traditional operational IT role. It's a chance to combine hands-on technical expertise with leadership, strategic thinking and project delivery in an environment where technology is genuinely valued as a driver of excellence.

WHY JOIN US?

At Francis Holland Schools Trust, technology sits at the heart of our ambitions for the future. With a Trust-wide technology strategy, growing collaboration between schools and a commitment to continuous improvement, there has never been a better time to join. You'll be part of a welcoming and supportive community where your ideas will be heard, your expertise will be valued, and your professional development will be encouraged.

IT OPERATIONS MANAGER

Francis Holland Schools Trust (FHST) comprises three schools in central London: Francis Holland School, Sloane Square; Francis Holland School, Regent's Park; and Francis Holland Preparatory School. The Trust operates a federated technology model, with each school maintaining its own local IT operations team, supported by a Trust-wide Director of Technology who provides strategic leadership, governance, standards and oversight across all schools.

JOB PURPOSE

The IT Operations Manager is a school-based leadership role responsible for the day-to-day delivery of IT services at Francis Holland School, Sloane Square and Francis Holland Preparatory. Working closely with the Director of Technology and colleagues across the Trust, the postholder will ensure that technology systems, infrastructure and support services are secure, reliable and effective in meeting the needs of pupils, staff and the wider school community. The role combines operational leadership, technical expertise

and team management, while supporting the delivery of the Trust's wider technology strategy.

As part of a small IT team, the IT Operations Manager will be expected to be able to provide hands-on technical support when required.

KEY RESPONSIBILITIES

IT Operations

- Manage the day-to-day delivery of IT services across the School.
- Ensure systems, networks, servers, cloud services and backups are secure, available and performing effectively.
- Monitor, maintain and troubleshoot IT infrastructure and core systems.
- Act as the senior technical escalation point for complex issues.

Service Desk Management

- Oversee the IT Service Desk and ensure support requests from the School are prioritised and resolved efficiently.
- Monitor service levels and identify opportunities to improve the user experience.
- Provide second and third-line technical support where required.

Team Leadership

- Allocate and oversee the work of the IT support team.
- Coach and mentor team members to ensure high levels of performance and professional development.
- Support training and knowledge sharing within the department.
- Work collaboratively with IT colleagues at each of the schools in the Trust to deliver synergies and ensure consistency of best practice methodologies.

Projects and Improvement

- Support the Director of Technology in implementing Trust-wide IT strategy and technology projects.
- Deliver local IT projects and system improvements.
- Maintain system documentation and operational procedures for the School, and wider Trust where required.
- Keep up to date with emerging technologies and recommend improvements where appropriate.

Governance and Security

- Maintain compliance with the School's policies relating to cyber security, data protection and acceptable use.
- Support business continuity and disaster recovery planning.
- Promote best practice in the use of technology across the School.

PERSON SPECIFICATION

Essential

- Experience managing or supporting enterprise IT infrastructure.
- Strong technical knowledge of Microsoft 365, Windows Server, networking, cloud services and backup solutions.
- Outcome driven with high expectations.
- Experience leading or supervising an IT support function, taking responsibility.
- Excellent troubleshooting and problem-solving skills.
- Strong customer service and communication skills.
- Ability to manage multiple priorities and deliver reliable IT services.
- High ethical standards and integrity.
- Proactive, self-motivated, and reliable.
- Collaborative and team-oriented approach.

Desirable

- Experience working in the education sector.
- Microsoft, networking or cyber security certifications, including ITIL.
- Experience of project delivery and system implementation.

REPORTING STRUCTURE

Reports to: Director of Technology

Direct Reports: IT Technician(s) and other local IT staff

APPLY

Applications are to be made via our school website which will redirect you to *My New Term*.

Applications Close: 10th August 2026

Longlist: 13th/14th August 2026

Shortlist: Week Commencing 17th August 2026

Early application is advised. Applications will be assessed in order of receipt, and interviews may occur at any stage after applications are received.

Whilst all applications are judged on merit only, FHS champions diversity and inclusion in the workplace and strongly encourages applications from under-represented groups.

STAFF BENEFITS

- 30 days' annual leave during school holidays.
- Free school lunch during term time
- Wellbeing Schemes - including EAP Programme and Wellhub.
- Health Schemes- including Spark
- Cycle to Work Scheme
- Life Cover
- Interest free travel and computer purchased loans
- A vast range of retail and entertainment discounts
- Free eye-test with Specsavers
- Free flu vaccination jabs
- Outstanding professional development opportunities

Further information about our benefits package is available in the booklet accompanying this job application pack.



FHS

Francis Holland Schools

Francis Holland Schools Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants will be required to undergo our safer recruitment checks and child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service (DBS). This role is classed as regulated activity with children as it involves teaching, training or supervising children on a day-to-day basis and is exempt from the Rehabilitation of Offenders Act, 1974. Francis Holland Schools Trust champions diversity and inclusion in the workplace and strongly encourages applications from all sections of the community. Registered Charity: 312745