

Your Journey with UKAT

Unique People, Shared Vision

Deputy Director of Operations



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WELCOME TO UKAT



The University of Kent Academies Trust (UKAT) is an established multi academy trust (MAT) that has two secondary academies, Chatham Grammar and Brompton Academy. Chatham Grammar is a year 11 – 19 mixed selective academy and Brompton Academy is a year 11 - 19 mixed comprehensive. In addition to the two secondary schools, UKAT offers a unique educational provision called the UKAT Sixth Form which is shared across the two academies.

The Trust works creatively and collaboratively across all learning platforms, driving a distinct culture and ethos that encourages growth and performance in a dynamic and equitable way for all students and the wider community.

UKAT offers all students a unique educational experience where students feel inspired, enthused, encouraged, supported and nurtured to reach above and beyond their learning milestones.

We are ambitious and courageous, as we want young people to aspire to reach their goals and aspirations beyond any limitations they might perceive to exist

WHO ARE WE

UKAT's journey so far

2017	UKAT established, building on the strong foundations of our partnership with the University of Kent.
2018-2023	Growth across our schools, embedding high standards and inclusive practice
February 2024	Allan Osborne joins UKAT as Chief Executive Officer, bringing renewed vision and leadership
November 2024	All UKAT academies are graded as Good schools by Ofsted, recognising high quality of education.
September 2025	UKAT 30, our refreshed Vision and Values framework is launched, setting the course for the next decade.
Future	Continued growth and innovation, strengthening our inclusive, high-quality education offer across all schools.

UKAT's values & Mission



UKAT enriches its communities through an empowering, inclusive, and inspirational educational vision.

WHY JOIN UKAT?



Emma Mundy
Deputy Subject Leader

I enjoy the fact that the trust is relatively small in number of schools, and I enjoy that the working relationship with Brompton Academy is mutually beneficial. I also like the link to the University of Kent, with it being able to provide opportunities for students in gaining higher education experience.

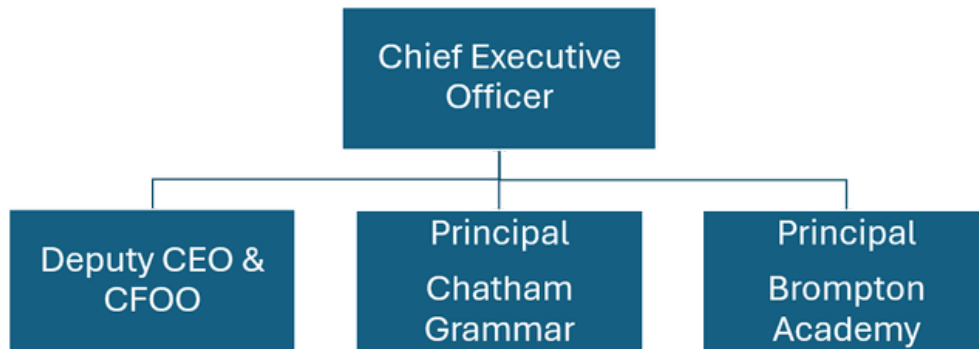
I appreciate the challenges that come with my role at UKAT, as they push me to grow professionally and develop new skills. I enjoy problem-solving and finding effective solutions, which keeps my work engaging and rewarding.



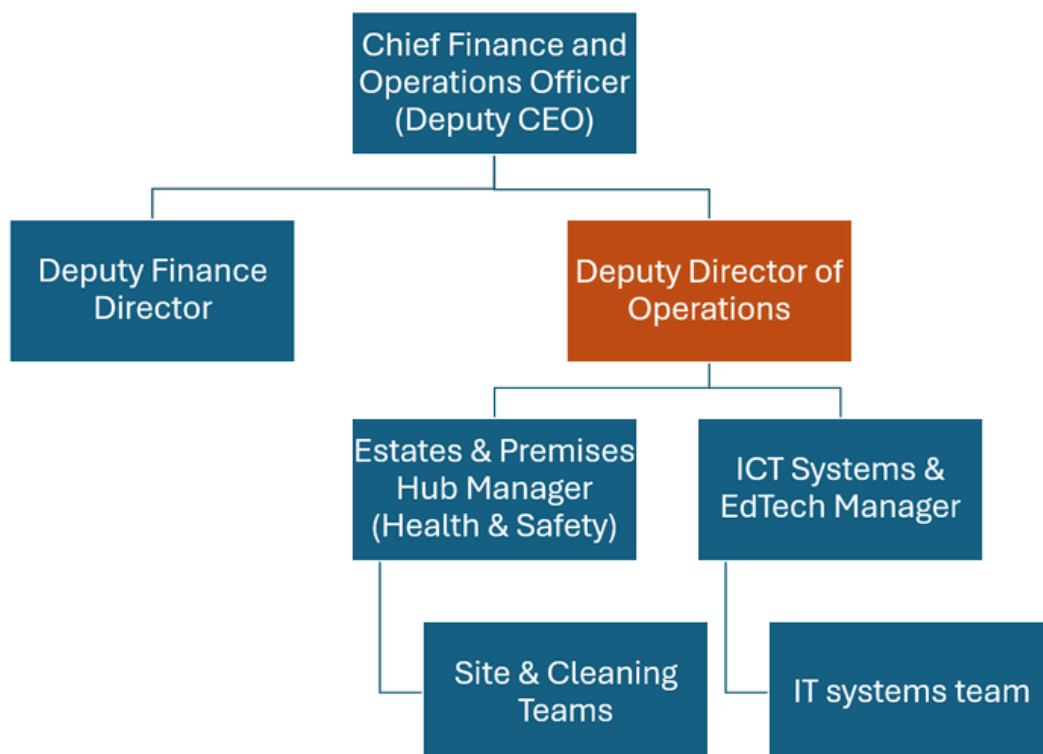
Penny Walshe
Head of People

LIFE AT UKAT

Trust Leadership Team



UKAT Operations Team Structure



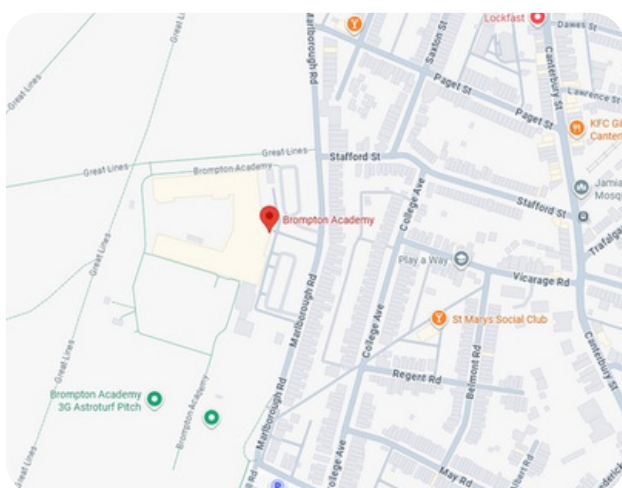
OUR COMMUNITY



Brompton Academy

At Brompton Academy, we are proud to be a highly oversubscribed secondary school at the heart of the Medway community, dedicated to “Transforming Lives Through Learning.” Guided by our REACH values — Resilience, Equality, Aspiration, Community and

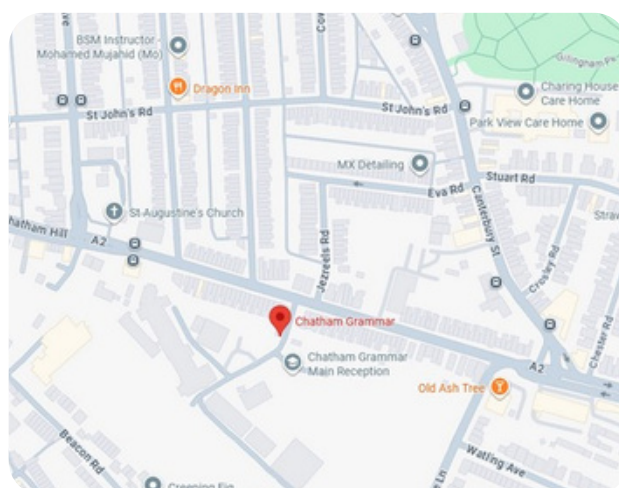
We believe that setting high expectations is central to the success of our students, not just academically but as individuals who are empowered to achieve future success in their lives. Our extensive careers programme which is built into lessons and complimented by regular events gives students the skills and knowledge they need to plan for and achieve the future they want.



Chatham Grammar

As a selective grammar school, whose Lead Sponsor is the University of Kent, we provide a rigorous academic education for students with high potential. Our selective status ensures an aspirational learning environment where students are challenged to excel, supported by subject specialists, and surrounded by peers who share a passion for learning.

A school driven by ambition, founded on excellence, and committed to nurturing the talents and aspirations of every young person. As Principal, I am proud to lead a school that champions high academic standards, personal development, and a supportive community environment. With a rich heritage and a forward-thinking ethos, Chatham Grammar is a place where young minds are inspired to achieve their full potential.



YOUR ROLE IN OUR JOURNEY

Dear Candidate,

Thank you for your interest in the role of Deputy Director of Operations.

This is an exciting time for The University of Kent Academies Trust (UKAT) as we continue to grow and develop, with the ambition of educating many more local children. We are seeking to appoint an experienced operations leader who is ready to make a significant contribution to the continued development of our Trust and academies.

This is a critical appointment. The Deputy Director of Operations will play an important role in strengthening our central operational support, ensuring our academies have the safe, well-maintained, effective and sustainable environments they need to deliver the very best education for young people.

At UKAT, each of our academies has its own identity, ambition and community, but we are united by a shared commitment to educational excellence and holistic development. Our central team exists to empower and support our schools, enabling them to focus on what matters most: providing excellent education and positive experiences for every student.

The Deputy Director of Operations will be integral to this work. Reporting directly to the Deputy CEO and Chief Finance & Operations Officer, you will provide strategic and operational leadership across key areas including estates and facilities, health and safety, cleaning and site services, operational compliance, risk management and service improvement.

You will work closely with academy leaders, Trust colleagues, contractors and external partners to ensure that operational services are delivered consistently, effectively and with a clear focus on value for money. You will also have the opportunity to contribute to wider Trust strategy, organisational development and decision-making as we continue our journey of growth.

We are looking for an experienced operations professional with strong strategic and organisational skills, sound knowledge of estates, facilities, compliance and operations management, and the ability to build effective relationships across a complex organisation. Just as importantly, we are looking for someone who shares our commitment to collaboration, professionalism and continuous improvement, and who understands that excellent operational support creates the conditions in which excellent education can flourish.

This role offers the opportunity to make a tangible difference across our Trust. By ensuring that our academies are safe, well-supported and operationally effective, you will help create the environment in which students and staff can learn, work and thrive.

If you are an ambitious operations leader who is excited by the opportunity to contribute to the continued growth and success of UKAT, we would be delighted to hear from you.

I welcome conversations with prospective candidates about the role. To arrange a call, please contact our recruitment team at recruitment@ukat.org or by telephoning 01634 852 341.

Kate Allen
Deputy CEO & Chief Finance and Operations Officer The
University of Kent Academies Trust

REWARDS AND BENEFITS

At UKAT, we believe our people are our greatest strength. That's why we are committed to recognising, rewarding, and supporting every new colleagues both in their professional journey and personal wellbeing.

When you join UKAT, you can expect

 Financial Wellbeing	 Health & Wellbeing Support	 Career Development & Progression	 Lifestyle & Work Environment
Generous Employer Pension Contributions	Benenden Health Care	Directed time for CPD	Modern & Well Equipped Buildings
Competitive Salaries	Free counselling & wellbeing support	Dedicated staff development days	Relocation package
Free Retirement Planning	Specsavers Eye Care	Funding available for individual training plans	Apple Technology & Equipment
Interest free staff loan scheme	Cycle to work scheme	Leadership development programmes	Free Parking
Interest free travel loans	On-site gym access	Apprenticeships at every level	On-Site Electric Car charging
Discounted bus travel in Medway area	Physical Health Wellbeing guidance	Coaching & Mentoring	Discounted rates for on-site charging
Employee referral scheme	Employee Thrive Day	Individual Career Growth Plans	Excellent public transport links

JOB DESCRIPTION

Deputy Director of Operations

Salary Grade:	UKAT Band H
Hours/weeks:	37 hours per week/52.143 weeks per year
Responsible to:	Chief Financial and Operations Officer (Deputy CEO)
Responsible for:	Estates & Facilities Services; Health & Safety operational compliance; Cleaning & site services

Role purpose

The purpose of the Deputy Director of Operations is to provide strategic and operational leadership across key Trust-wide operational services, ensuring that academies have safe, compliant, effective and well-maintained environments in which education can be delivered successfully.

Working with the DCEO/CFOO, Principals, academy leaders and Trust teams, the postholder will lead and support the effective delivery of estates and facilities services, health and safety compliance, cleaning and site services, operational risk management and service improvement.

The role ensures that operational services are delivered consistently, meet statutory and Trust requirements, provide value for money and respond effectively to the needs of academies.

The role contributes to the Trust's purpose by ensuring that strong operational infrastructure and support enable academies to focus on teaching, learning and improving outcomes for students.

Effective operational leadership → safe, compliant and sustainable academy environments → effective academy delivery → students able to learn, achieve and thrive.

Operational leadership & service delivery

- Provide strategic and operational leadership across the Trust's agreed operational services.
- Establish and maintain clear standards and expectations for operational service delivery.
- Provide professional advice, guidance and practical support to academies on operational matters.
- Monitor operational performance and identify areas for improvement.
- Contribute to the development and review of operational policies, procedures, standards and processes.
- Ensure operational services are delivered consistently and in accordance with Trust priorities and agreed requirements.
- Lead the resolution of complex operational issues, working collaboratively across academies and Trust functions.
- Provide recommendations to senior leaders on operational priorities, risks and improvement opportunities.
- Work with colleagues to identify & apply for funding opportunities etc.

Estates and Facilities

- Provide leadership and oversight of estates, buildings and facilities management across the Trust.
- Support the planning and delivery of planned maintenance and statutory compliance activity.
- Coordinate estates improvement works, refurbishment projects and other agreed capital or operational works.
- Monitor contractor performance and the quality and effectiveness of service delivery.
- Support academies to identify and address estates and facilities requirements.
- Promote the safe, efficient and sustainable use of Trust buildings and facilities.
- Identify operational risks relating to the Trust estate and ensure appropriate action is taken.

Health and Safety and operational compliance

- Support the implementation of Trust health and safety arrangements and operational compliance requirements.
- Monitor compliance with relevant statutory requirements, Trust policies and agreed procedures.
- Support the management of accident reporting, investigations and appropriate corrective actions.
- Provide operational support to academies in relation to emergency planning and business continuity.
- Monitor operational risks and ensure significant issues are appropriately escalated.
- Work with relevant colleagues to promote safe working practices across Trust operations.
- Ensure operational compliance requirements are appropriately recorded, monitored and reviewed.

JOB DESCRIPTION

Cleaning and site services

- Provide strategic oversight of cleaning and site services across the Trust.
- Ensure agreed standards for cleaning and site services are established and maintained.
- Monitor service performance and address issues with academies, cleaning teams and service providers as appropriate.
- Support consistent operational standards across academies.
- Work with relevant operational leaders to identify opportunities to improve service quality, efficiency and value for money.

IT, Data and information support

- Work collaboratively with IT and data colleagues to ensure operational systems support effective service delivery.
- Support the development and effective use of operational information and reporting.
- Ensure relevant information is handled in accordance with Trust information governance and data protection requirements.
- Use appropriate operational information to support monitoring, decision-making and service improvement.

Operational improvement and change

- Lead or manage operational improvement projects within agreed scope, resources and governance arrangements.
- Identify opportunities to improve efficiency, effectiveness, sustainability and value for money.
- Develop recommendations and business cases where required to support operational improvement.
- Support the implementation of agreed organisational and operational change.
- Monitor the impact of improvement activity and identify further opportunities for development.

Financial and resource management

- Provide leadership for the effective management of operational resources across the Trust.
- Contribute to operational financial planning and ensure resources are aligned with agreed Trust priorities.
- Hold accountability for agreed operational budgets and ensure resources are used effectively and responsibly.
- Monitor costs and identify opportunities for efficiency and value for money.
- Lead or support procurement and contract management activity within agreed authority.
- Monitor supplier performance and take appropriate action where services do not meet agreed requirements.
- Contribute to operational capital investment plans, business cases and improvement programmes.
- Identify opportunities for sustainable and efficient operational delivery.

People leadership

- Provide strategic leadership and direction to operational leaders and teams within the agreed scope of the role.
- Set clear expectations, priorities and standards for operational service delivery.
- Support the development of operational capability through effective leadership, coaching and professional development.
- Ensure operational teams are aligned with Trust priorities and academy improvement needs.
- Provide leadership and oversight to the ICT Systems Manager, and Estates and Premises Hub Manager within the agreed organisational structure.
- Provide appropriate oversight of cleaning teams through direct management arrangements and academy site leadership structures.
- Support effective performance management and professional development across operational teams.

Communication and stakeholder relationships

- Develop and maintain effective professional relationships with the CEO, DCEO/CFOO, Executive Leadership Team, Principals and academy leadership teams.
- Provide clear and appropriate advice and recommendations to senior leaders, Trustees and Local Governing Bodies where required.
- Work collaboratively with operational leaders and staff across the Trust.
- Develop effective relationships with contractors, suppliers, professional advisers, consultants, regulatory bodies, local authorities and relevant partner organisations.
- Act as a trusted professional adviser on operational matters within the scope of the role.
- Communicate complex operational information clearly and appropriately to different audiences.
- Influence and negotiate effectively to support consistent and effective operational delivery across the Trust.

JOB DESCRIPTION

Management of Trust Catering Contracts:

- Lead the strategic management and performance of the Trust's catering arrangements, ensuring the provision delivers high-quality, cost-effective and compliant catering services across all academies.
- Manage the commercial and contractual relationships including contract monitoring, KPI and SLA performance, financial oversight, service reviews, issue resolution, contract variations and continuous improvement to maximise value for money.
- Work collaboratively with academy leaders, Trust stakeholders and external providers to ensure catering provision meets nutritional, safeguarding, food safety and operational requirements, while driving improvements in service quality, customer satisfaction and financial efficiency.

Decision-Making, risk and accountability

- Determine operational priorities and service delivery approaches within the Trust's governance framework and delegated authority.
- Make appropriate decisions relating to operational service delivery, compliance, risk, resilience and improvement.
- Establish and maintain appropriate operational frameworks, standards and processes within the scope of the role.
- Provide expert advice and recommendations to the CEO, DCEO/CFOO and Executive Leadership Team on operational priorities, investment and organisational risk.
- Identify and manage operational, regulatory, financial and reputational risks within the scope of the role.
- Escalate significant risks and issues appropriately.
- Lead the resolution of complex operational challenges requiring cross-functional collaboration and strategic judgement.

Professional development

- Participate in the Trust's performance management and development processes, taking ownership of agreed objectives and development actions.
- Engage in relevant learning, development and training to maintain and enhance professional knowledge and practice.
- Keep knowledge of relevant operational, estates, health and safety, compliance and regulatory requirements up to date.
- Use feedback, evidence and reflection to support continuous improvement.

General

- Adhere to Trust policies, procedures, professional standards and codes of conduct.
- Demonstrate professionalism, integrity and respect in all professional relationships.
- Take reasonable care of your own health and safety and that of others.
- Comply with relevant statutory, regulatory and Trust requirements.
- Maintain appropriate confidentiality and handle information securely.
- Recognise that safeguarding is everyone's responsibility and comply fully with Trust safeguarding policies, procedures and training.
- Work flexibly within agreed contractual arrangements to meet the operational needs of the Trust.
- Undertake other reasonable duties consistent with the nature and level of the role, as directed by the DCEO/CFOO or appropriate line manager.

Safeguarding Responsibilities

- All staff have a responsibility for safeguarding and promoting the welfare of children and young people. The postholder is expected to understand and fulfil their safeguarding responsibilities in accordance with Keeping Children Safe in Education (KCSIE), Trust safeguarding policies and procedures, and relevant training and guidance.

JOB DESCRIPTION

Role-specific safeguarding responsibilities

- As a senior operational leader, the postholder has responsibility for ensuring that operational services and decisions support a safe environment for students, staff and visitors. The postholder must:
- Ensure relevant health and safety, premises and operational arrangements support the safeguarding and welfare of students.
- Ensure operational risks that may affect student safety are identified, appropriately managed and escalated.
- Ensure cleaning, estates and site services operate in accordance with relevant safeguarding, health and safety and Trust requirements.
- Ensure contractors, suppliers and operational staff working within the Trust understand and comply with relevant safeguarding and site requirements.
- Maintain appropriate professional boundaries and confidentiality when working within academy environments.
- Ensure safeguarding considerations are appropriately reflected in operational planning, risk management and service decisions.
- Complete required safeguarding training and apply relevant learning to operational leadership and decision-making.

What Good Looks Like

- Effective performance in this role will be demonstrated through:
- Operational services being delivered consistently, effectively and in accordance with agreed Trust standards.
- Academies receiving timely, practical and professional operational support.
- Estates, facilities, cleaning and site services being effectively managed and appropriately monitored.
- Health and safety and operational compliance requirements being understood, monitored and addressed.
- Significant operational risks being identified, managed and escalated appropriately.
- Contractors and suppliers delivering services to agreed standards and performance issues being addressed promptly.
- Operational resources and budgets being managed effectively, with appropriate focus on value for money and sustainability.
- Operational improvement projects being planned, delivered and evaluated effectively.
- Senior leaders receiving clear, accurate and timely operational advice and recommendations.
- Operational leaders and teams being effectively supported, challenged and developed.
- Decisions being evidence-informed, proportionate and within agreed authority.
- The postholder demonstrating appropriate strategic judgement, initiative and accountability.
- Effective relationships being maintained with academies, Trust teams, suppliers, contractors and external stakeholders.
- Operational services contributing to safe, effective and sustainable academy environments that enable education to be delivered successfully.
- The postholder contributing to the Trust's strategic objectives and enabling academies to focus on improving outcomes for students.

WHAT ARE WE LOOKING FOR?

Deputy Director of Operations – Person Specification

Please note it is not essential for candidates to have all the experience, skills and qualifications listed in this person specification, this should not prevent prospective candidates from applying for the post. However, candidates will be able to demonstrate their abilities against the Person Specification through the application, assessment, interview, and reference process

Attribute	Essential	Desirable
	<i>Essential criteria are requirements that candidates must normally demonstrate to progress through shortlisting. Where equivalent experience or evidence is provided, this will be considered.</i>	<i>Candidates may still be shortlisted if they do not meet the desirable criteria</i>
Qualifications & Experience	Degree-level qualification or equivalent professional experience. Significant senior leadership experience within education, public sector, local government or a complex multi-site organisation. Experience leading estates, facilities, health and safety or operational services. Experience managing multidisciplinary teams and delivering organisational improvement. Experience working with senior leaders, governors, trustees or boards.	Professional qualification in estates, facilities management, health and safety, project management or operational leadership. Experience within a multi-academy trust or education environment. Experience leading large-scale transformation programmes.
Knowledge & Technical skills	Strong knowledge of operational compliance requirements including health and safety, premises management, fire safety, GDPR, cyber security and business continuity. Knowledge of estates management, facilities services and risk management. Understanding of IT infrastructure, digital services and information systems. Knowledge of project management principles and service improvement methodologies.	Knowledge of education sector regulations and academy trust governance arrangements. Experience of sustainability, energy management and environmental improvement programmes.
Skills & Behaviours	Strategic leadership and ability to translate organisational priorities into operational delivery. Strong influencing, communication and relationship-building skills. Ability to analyse complex information, manage risk and make effective decisions. Excellent organisational and project management skills. Ability to lead change and develop high-performing teams.	Experience presenting complex information to Trustees, boards or senior committees. Experience developing innovative operational solutions.
Personal Development & Values	Commitment to continuous professional development and learning. Demonstrates integrity, professionalism and accountability. Commitment to safeguarding and promoting the welfare of children and young people. Demonstrates behaviours aligned with the Trust's values and culture.	Evidence of wider contribution to organisational improvement, sector networks or professional communities.

HOW TO APPLY



At UKAT, we are committed to a fair and transparent recruitment process.

If you are interested in joining our team, please follow the steps below to apply.

APPLICATION PROCESS

- All applicants must complete an official UKAT application form – we are unable to accept CVs as part of our recruitment process.
- Applications should be submitted via the UKAT My New Term Portal. Please visit the portal at <https://mynewterm.com/trust/The-University-of-Kent-Academies-Trust/136107>
- Ensure you carefully read the job description and person specification before completing your application.

ADDITIONAL OPPORTUNITIES

We understand that choosing the right role is an important decision. That's why we offer additional ways to get to know us:

- Experience Days – Spend time in our schools to see what it's like to work at UKAT.
- Join Our Unique Futures Network– If you're interested in working with us but can't see a suitable vacancy right now, you can register your interest for future opportunities via the Talent Pool in My New Term.

For further details or to ask any questions, please contact recruitment@ukat.org – we look forward to hearing from you!

