



# ALTERNATIVE PROVISION OPERATIONS MANAGER

## RECRUITMENT PACK



# MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Thank you for your interest in a position within the Great Schools Trust family of Schools. The Great Schools Trust is an education charity that has a proven track record of successful school start up and improvement whilst transforming the lives of children and young people through our unique values driven approach to education.

You will be joining a values driven, highly innovative, inspirational and ambitious organisation, so we are seeking an outstanding candidate who can realise the highest possible quality of services to support our educational vision, strong leadership and effective support to colleagues, to enable the trust to achieve the best possible outcomes for students. This is an exciting and very rewarding role and we look forward to receiving your application.

Yours faithfully

**Shane Ierston**

**CEO**

## OUR VISION

To develop a family of Great Schools that allow all students, irrespective of starting point or background, to access university or a career of their choice and succeed in life.





# PRINCIPAL'S WELCOME

I am delighted to welcome you to the King's Leadership Phoenix Academy, for what is proving to be a very exciting and transformational period for our centre and our students. At King's Leadership Phoenix Academy, we believe every child can succeed and that great teaching is the key to that success. This sentiment is reflected in our motto, 'Credimus', which translated from Latin literally means we believe. At King's Phoenix we have the Phoenix Five which is a blueprint to a successful day at King's Phoenix.



Kings Leadership Phoenix Academy is part of The Great Schools Trust, a growing multi-academy trust situated in the Northwest of England. There are currently eight King's Leadership Academy's within the trust, located in Bolton, Warrington, Liverpool and Sefton.

King's Leadership Phoenix Academy is an alternative provision school that provides a full-time education for 11-16-year-old students from Vortex House on Wavertree Technology Park. Our academy hosts excellent facilities and a broad curriculum. a wealth of additional space and facilities to expand and broaden our curriculum offer to include science teaching in a specialist lab, an IT suite, a gymnasium, specialist Food Technology and Art and Design rooms, a family dining area, as well as dedicated therapy rooms. The space will also allow us to have dedicated classrooms for the teaching of a full national curriculum.

We recognise that mainstream school and education is not for everyone, but we are unwavering in our belief that expectations should not be lowered for students who attend alternative provision, in fact, they should be higher, especially when considering only 5% of students who attend alternative provision nationally pass English and Mathematics We will therefore, offer a broad and balanced curriculum to class sizes no more than 8 students, offering GCSE and GCSE equivalent qualifications, flexible approaches ensuring curriculum is adapted and tailored to each student and personalised literacy and numeracy programmes. Increased time is dedicated to our ASPIRE personal development programme to focus on qualities of character development and leadership skills in order to prepare students to become successful citizens who can go on to positively contribute to society. We know that our relationships and our ability to truly nurture each student will lay foundations and be at the heart of all achievements.

We take the development and well-being of our staff equally as seriously. We hold CPD twice a week with one taking place on Friday afternoons once students leave at lunchtime. All academies in The Great Schools Trust finish early on a Friday to allow for cross trust CPD. All staff are provided with a laptop and there will be state of the art ICT infrastructure in the new building with interactive clever touch screens in each classroom. Daily SLT support is also provided through keeping in touch sessions to discuss events of the day and actions for tomorrow.

We seek to find individuals who are committed to changing the life chances of students, who will be relentless in their drive to set high expectations for student progress and to ensure that no child who leaves the provision will fail when returning back to mainstream or those who go onto further education, employment or training.

I welcome you to King's Leadership Phoenix Academy and hope that you find the information in this pack informative. Please do get in touch if you wish to discuss the post in more detail.

**Mr Danny Cross**

**Principal**

## Operations Manager

**Salary:** NJC Pay Scale PO2 Point 29 £39,862 – 32 £42,839

**Contract:** Permanent post, 37-Hours per week

**Reporting to:** Principal/SLT

### Working at King's Phoenix

King's Phoenix is seeking to appoint an ambitious, proactive, and highly capable Operations Manager to join our committed and values-driven team. We are looking for an individual who takes pride in operational excellence, demonstrates strong professional credibility, and understands the importance of high-quality systems in supporting vulnerable pupils to succeed.

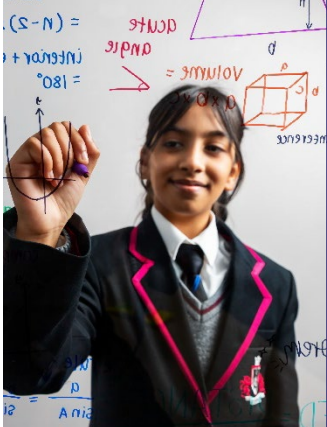
As a small Alternative Provision based in Wavertree, serving approximately 90 pupils with a staff team of around 31, King's Phoenix operates in a complex and fast-paced environment. We work closely with partner schools, the Local Authority, and the Virtual School to deliver high-impact provision for pupils who require specialist support. Strong, efficient, and compliant operational systems are essential in enabling staff to focus on improving attendance, engagement, and outcomes for every young person.

King's Phoenix is part of the Great Schools Trust and is underpinned by the Trust's Aspire Values of **Achievement, Aspiration, Self-awareness, Professionalism, Integrity, Respect, and Endeavour**. These values shape our culture, guide our decision-making, and define how we work with pupils, families, colleagues, and external partners. As across the Trust, we are proud to be "building better people".

We wish to appoint a highly motivated Operations Manager who shares our commitment to improving life chances for young people through well-led, well-run provision. The successful candidate will oversee the smooth and effective operation of the academy's business, administrative, financial, and site functions, ensuring that systems and processes are robust, compliant, and aligned with both Trust expectations and the specific demands of an Alternative Provision setting.

The successful candidate will join a network of schools across the North West who are part of the Great Schools Trust and be supported by a central team of experts across various functions, more details about us can be found here [Our Central Support Team](#).

Visits to King's Phoenix are warmly welcomed and encouraged prior to application.





## Why Join Us?

At King's Leadership Phoenix Academy, we believe that great schools are built by happy, supported and inspired staff. As part of our growing Trust, you'll be joining a team that genuinely values your well-being, your professional growth, and your future.

**Our staff enjoy a fantastic range of benefits designed to help you thrive both in and out of the classroom:**

- Well-being at the heart of what we do**  
 We are proud to be a trust that prioritises staff well-being, because we know that when you feel valued, supported and balanced, students benefit too.
- Flexible working opportunities**  
 We understand that life is about balance and offer flexible working arrangements to support you in managing work and home life effectively.
- Excellent pension and financial benefits**  
 Access the Teacher Pension Scheme or Local Government Pension Scheme, giving you security and peace of mind for the future.
- Generous holiday entitlement**  
 30 days for support staff, ensuring you have the time to rest, recharge and enjoy life outside of work.
- Comprehensive well-being support**  
 Through the BUPA Employee Assistance Programme, you'll have access to expert resources to help you manage your well-being, including confidential counselling, guidance on health and lifestyle, and practical support with child and dependent care.
- Family-friendly policies**  
 Our strong occupational sickness and maternity/paternity schemes ensure that you're supported during life's most important moments.
- Professional growth and career development**  
 We take a unique approach to Performance Leadership — focused on collaboration, growth and empowerment, not box-ticking. Every staff member receives tailored training and development opportunities to help them flourish.
- Opportunities across the Trust**  
 As part of a growing network of academies, you'll have exciting pathways to develop your career both within and across the Trust.
- Salary sacrifice schemes**  
 Including Cycle to Work — helping you save money and make healthy, sustainable choices.





## Job Purpose

To provide strategic and operational leadership across all non-teaching functions of King's Phoenix. The postholder will:

- Lead the academy's business and income-generating activity, including placements, commissioning relationships, and top-up funding.
- Ensure robust, compliant, and efficient operational systems across HR, finance, administration, estates, health & safety, and ICT.
- Act as a key member of the Senior Leadership Team, enabling the Principal to focus on educational leadership while ensuring operational excellence and financial sustainability.



## Duties & Responsibilities

### 1. Strategic Leadership and Governance

- Act as a member of the Senior Leadership Team, contributing to strategic planning, decision-making, and continuous academy improvement.
- Prepare reports, dashboards, and evidence for the Principal, Trust, Governors, and external bodies (including Ofsted and auditors).
- Ensure Trust policies, statutory requirements, and schemes of delegation are implemented and adhered to.
- Maintain and contribute to the academy risk register, including financial, operational, and compliance risks.



### 2. Business, Income and Commissioning (AP-specific)

- Lead the academy's business arm, securing and protecting commissioning income that underpins the academy budget.
- Act as the single point of contact with the Local Authority AP Lead, Virtual School Headteacher, and partner schools.
- Manage referrals, placements, and capacity, maintaining a live pipeline and chairing regular placement and gatekeeping meetings.
- Negotiate and manage placement agreements, daily rates, top-up funding, SLAs, and notice arrangements in line with Trust policy.
- Prepare and present termly impact and value reports to commissioners, evidencing attendance, engagement, progress, and reintegration outcomes.
- Maintain and develop positive relationships with partner schools to support retention, utilisation, and growth.







### 3. Finance and Resource Management

- Oversee day-to-day financial administration, ensuring purchase orders, invoices, and payments are processed accurately and in line with Trust procedures.
- Ensure accurate admissions, attendance, and evidence collection to support billing and income claims.
- Lead on invoicing, debt monitoring, and credit control with commissioning schools and the Local Authority.
- Monitor income and expenditure against budget, producing forecasts and variance reports for the Principal and Trust.
- Promote value for money and effective deployment of resources across the academy.

### 4. Human Resources and People Management

- Provide strategic and operational leadership for all HR administration and processes, ensuring safer recruitment compliance at all times.
- Oversee recruitment, onboarding, induction, absence management, and staff records.
- Lead and support disciplinary, capability, grievance, and absence procedures in line with Trust policy, escalating complex cases where appropriate.
- Provide professional HR advice to the Principal, staff, and line managers, liaising with the Trust's central HR team as required.
- Line manage support staff, including administration, site, cleaning, and catering teams, modelling the Trust's People-Centred Leadership approach.
- Lead, manage, and develop support staff, promoting wellbeing, collaboration, and continuous professional development.
- Maintain the Single Central Record and ensure all pre-employment checks are completed prior to start dates.

### 5. Estates, Health & Safety and Facilities

- Lead the management of the academy site, ensuring a safe, compliant, and efficient working environment.
- Oversee health & safety systems, including risk assessments, hazard identification, incident reporting, and statutory compliance.
- Manage premises, cleaning, and catering provision, including contractor performance.
- Maintain asset registers and planned maintenance schedules.



- Work with the Trust's Director of Capital Programmes, Estates and Facilities on estate development, maintenance, and refurbishment projects.
- Lead on business continuity, emergency planning, and critical incident response.
- Promote environmentally responsible and sustainable practices.

## 6. Administration, Data and Systems

- Oversee administrative services including reception, records management, ICT systems, reprographics, and telephony.
- Ensure effective implementation and use of management information systems (e.g. Bromcom, MCAS, CPOMS, HR, and finance systems).
- Ensure accurate data management, storage, and reporting in line with GDPR requirements.
- Lead on census returns and statutory data submissions.
- Ensure policies are current, compliant, and published appropriately.
- Act as a key point of contact during capital works or major operational projects.



## 7. Admissions, Events and CPD

- Line manage staff responsible for admissions and in-year transfers, ensuring processes are completed efficiently and accurately.
- Oversee new pupil induction, including communications, uniform provision, and transition arrangements.
- Coordinate and oversee whole-school events and Trust initiatives.
- Maintain an annual events calendar in consultation with SLT.
- Lead and coordinate CPD for support staff, ensuring statutory and professional training requirements are met.
- Support the planning and administration of Trust and school INSET days.



## 8. Communications and Stakeholder Relationships

- Maintain effective communication with parents, carers, partner schools, commissioners, and external agencies.
- Support the Principal in managing stakeholder relationships and resolving operational issues.
- Oversee the academy website and key communications to ensure accuracy and statutory compliance.
- Coordinate the production of promotional materials and maintain consistent messaging in line with Trust policy.







## 9. Equality, Diversity, Inclusion and Safeguarding

- Promote equality of opportunity, diversity, and inclusion across all operational practices.
- Ensure policies and procedures reflect the Trust's commitment to fairness and accessibility.
- Challenge discrimination and foster an inclusive, respectful culture.
- Uphold the Trust's commitment to safeguarding and promoting the welfare of children and young people.
- Ensure compliance with all safeguarding, DBS, and pre-employment vetting requirements.



## 10. Other Responsibilities

- Contribute to the wider life of the Trust and community through partnership work and events.
- Undertake any duties reasonably required by the Principal or Chief Executive.
- This job description may be reviewed and amended in consultation with the postholder to reflect organisational priorities



## General Statement

The Operations Manager plays a pivotal role in ensuring that all operational functions of the academy support outstanding teaching, learning, and pupil outcomes. The postholder will model professionalism, discretion, and integrity, and work collaboratively to “build better people” through exceptional leadership, service, and support.





## Person Specification

### (E) Essential, (D) Desirable

#### Education & Training

- Education to degree level (D)
- Working background in business, administration or HR (E)
- Experience of working in an educational environment (D)

#### Professional Qualities

- Excellent financial skills (E)
- Excellent ICT skills (E)
- Exposure and confidence of working with the Google Suite of Apps (Docs, Sheets, Slides etc) (D)
- Excellent interpersonal and communication skills (E)
- Excellent management and organisational skills (E)
- Excellent attention to detail (E)
- Ability to build effective working relationships with staff and other stakeholders (E)
- Ability to consult and negotiate with external agencies to reach the best outcome for the Trust (E)

#### Personal Qualities

- Ability to lead a team (E)
- Ability to work as a member of the leadership team (E)
- Ability to solve problems, make good judgements and take decisions (E)
- The ability to prioritise workloads and to work to given deadlines (E)
- Reliability, integrity and discretion (E)
- Willingness to constructively challenge the work of self and others to continually improve own and team performance (E)
- Work with initiative and creativity (E)
- Commitment to maintaining confidentiality at all times (E)
- Commitment to safeguarding and equality (E)
- Responsibility for own professional development and be willing to partake in further staff development (E)
- A team player with energy, commitment, enthusiasm and resilience (E)

#### Experience

- Significant experience in operations and/or business management within education, AP/PRU, or a comparable commissioned service. (D)
- Strong financial and commercial acumen, including income management and forecasting.(E)
- Experience working directly with Local Authority commissioners and Virtual School. (D)
- Knowledge of academy trust governance and funding arrangements. (D)
- Experience of MIS and finance systems used in schools or AP settings.(D)
- Line Management experience (E)





- Knowledge and understanding of basic HR practice (E)
- Property and Estates Management (E)
- Knowledge of health & safety management, risk assessments (E)
- Contributing to staff development (E)
- Understanding of educational software systems including MIS Systems such as Bromcom (D)

The Great Schools Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an enhanced DBS check and satisfactory references.

## Terms

*The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. This job description is current but may be reviewed at any time and following consultation with you may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and scale.*

*This appointment is with the Local Academy Council of the School, with the Trust as employers. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Contract'. This Job Description is not intended to be either prescriptive or exhaustive: it is issued as a framework to outline the main areas of responsibility. The trust will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for applicants who may have a disability or continued employment for any employee who develops a disabling condition.*

## References and Pre-Employment Checks

We will seek references for candidates once the position has been offered and we may approach previous employers for information to verify experience or qualifications before interview.

In addition to candidates' ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviours
- Attitudes to use of authority and maintaining discipline

## Our Commitment to Safeguarding

Great 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.



Any offer made to a successful candidate will be conditional upon relevant pre-employment checks, including:

- Two **satisfactory references**, one of which must be from your most **recent employer**;
- Proof of **identity, address** and **right to work** in the UK;
- Verification of relevant **qualifications**;
- Candidates who have worked or been resident **overseas** for three months or more within the last five years will be subject to **criminal record checks** from the relevant **jurisdiction(s)**;
- Verification of **medical fitness** for the role;
- Confirmation that the applicant is not named on the **Children's Barred List**, administered by the DBS;
- A satisfactory **enhanced disclosure** from the DBS.
- Satisfactory completion of the **probationary period**;
- Candidates in **managerial roles** will be subject to a **Prohibition from Management check** (Section 128 check).
- **Prohibition** check (where applicable)

