



RECRUITMENT PACK

Together we Belong, Believe, Become

WELCOME FROM THE CEO

Dear Applicant

Thank you for taking an interest in Ascend Learning Trust, where we pride ourselves on our core motto 'Together we Belong, Believe, Become'. As a community of schools, we strive to achieve this through our relentless commitment to our values of 'Compassion, Aspiration, Respect, Dedication and Integrity' for all of our students, with the potential of every individual within our community valued. As a result of our newly founded values, we strive to ensure that students receive an incredibly high standard of academic and pastoral care to enable them to leave school with the very best platform for their future. The schools within Ascend Learning Trust are a family, and as such they support each other to continuously improve, providing strength to each other.

As a mother of 3 school age children at both primary and secondary level, I know how important young people's school experience is and it is a privilege to lead an organisation whose purpose it is to support this. As the newly appointed CEO of Ascend Learning Trust (from September 2023) I am fully committed, along with all of our staff to ensuring that each child's education is the very best that it can be.

This pack will give you details of the job description and list the main duties of the post, together with further details of the competencies (skills), experience, qualifications, knowledge and abilities required to do the job. It is important that you identify the competencies, experience, qualifications, knowledge and abilities that will be assessed by application form, as you will need to provide evidence that you meet these criteria.

References

We will require two satisfactory references before a job offer is confirmed; one of which must be your Line Manager/ Headteacher in your present or most recent employment.

Please remember to check that your referees are actually available to provide a reference, as failure to do this could cause a delay in confirming your appointment. Further information about the Ascend Learning Trust and the Academies within it, is available on our website info@ascendlearningtrust.org.uk We hope you will feel inspired to apply to work within the Trust.

Yours sincerely

Jane Coley
Ascend Learning Trust CEO

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JOB DESCRIPTION

The job description lists all the main duties of the post, together with further details of the competencies (skills), experience, qualifications, knowledge, and abilities required to do the job.

The criteria listed within the job description detail the areas which will be assessed at both application and interview. It is important that you identify the competencies, experience, qualifications, knowledge, and abilities that will be assessed by application form, as you will need to provide evidence that you meet the criteria.

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the Trust brand style.
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, whistleblowing, confidentiality, and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Trust Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- Promote the area of responsibility within the Trust and beyond.
- Represent the Trust at events as appropriate and as directed by the Chief Executive Officer.
- Support and promote the Trust ethos, vision, and values.

Services Operations Manager Job Description

Role Summary:

The Services Operations Manager plays a pivotal role in overseeing the Trust's service operations, ensuring high standards of quality, compliance and consistency across all academies. Alongside this, the postholder provides essential support to the Head of Estates, contributing to the effective manager and maintenance of Trust facilities. A key aspect of the role is responsibility for maintaining, updating, and ensuring compliance with all Estates Trust policies, supporting a safe, efficient, and sustainable learning environment.

Key Accountabilities:

Services performance: Routine QA visits completed; documented compliance with HACCP/allergens/COSHH; menu compliance with School Food Standards; KPI reporting submitted.

- **Budget & procurement:** Variance reports produced; actions identified to maintain service within budget; VFM opportunities highlighted.
- **Stakeholder feedback:** Positive feedback from academies; training sessions delivered; issues resolved/escalated within agreed timescales

Services Operations Oversight

- Lead and coordinate Trust wide services, ensuring quality, affordability, and compliance with food safety and nutritional standards.
- Oversee food safety management systems (e.g., HACCP), allergen controls, hygiene documentation, and kitchen equipment maintenance.
- Support menu planning, pupil engagement, and sustainability initiatives within catering and other services.
- Oversee day-to-day operations across all sites.
- Develop and implement operational plans to meet business objectives.

- Liaise with Environmental Health Officers (EHO) and academy teams on food hygiene matters, tracking outcomes and actions.

Monitor quality and quantity of meals through routine quality assurance visits, ensuring compliance with School Food Standards and medically prescribed diets

Estates Team Support

- Provide operational support to Premise Managers, driving consistent standards across maintenance, compliance, and security.

Estates Trust Policy Maintenance

- Maintain and update all Estates-related Trust policies, including those for facilities, health & safety, environmental sustainability, and contractor management.
- Draft and update estates and services policies, SOPs, and templates for review/approval by the Board of Trustees; maintain the policy library and version control.
- Ensure policies are compliant with statutory and regulatory requirements.

Financial Tracking & Procurement Support

- Monitor budgets (staffing, provisions, equipment, disposables) for estates and services and highlight variances; support cost control and value-for-money initiatives.
- Contribute to menu costing and recipe development within budget and nutritional standards; assist procurement planning and market testing as required.

Stakeholder & Team Support

- Be a first point of contact for routine service queries from academies; provide practical guidance and escalate complex issues.
- Arrange and support training for service staff (e.g., Food Safety & Hygiene, Manual Handling, H&S), and help organise service development activities.
- Hold regular meetings with managed or supported staff (e.g., induction/appraisal/training/mentoring) as directed by the Head of Estates.

Data, Reporting & Assurance

Maintain asset registers, compliance logs, services KPIs and dashboards; prepare monthly reports and documentation for audits/inspections.

- Support quality assurance and continuous improvement across estates services; contribute to action plans and follow-up.
- Monitor KPIs and produce regular performance reports.

Supervision & management:

Service managers/Leads and to work closely with all Premise managers

Resources responsibility:

- Work safely at all times and ensure all work is within abilities and training and follow any safe working practices. Take responsibility for the safety of all those affected by your work and raise any health and safety concerns immediately with line manager.
- Play a full part in the life of the school communities, supporting ALT's distinctive ethos and encouraging staff and students to follow this example.
- Take responsibility for own continued skill development and identifying training needs
- Ensure appearance and dress are appropriate within ALT's policies
- Comply with ALT's Health & Safety policy undertaking risk assessments as appropriate.
- Be professional and courteous at all times to students, colleagues, visitors and others
- Adhere to ALT's procedures on safeguarding, child protection and confidentiality, reporting all concerns to an appropriate person
- Actively promote ALT's policies and procedures
- Establish constructive relationships and communicate appropriately and openly with students, colleagues and others
- Participate in training and other learning activities and performance development as required

Recognise own strengths and areas of expertise and use these to advise and support others.

Person Specification

Qualifications

- GCSE English & Maths (Grade 4–9 or equivalent Level 2 in Literacy/Numeracy).
- IOSH Managing Safely or equivalent Health & Safety certification (E).
- Food Safety & Hygiene (Level 3 minimum; Level 4 desirable for managers).
- Driving licence and ability to travel between sites (E).
- First Aid certificate (D);
- City & Guilds/NVQ trade qualification (D).

Knowledge and Skills:

- Enthusiastic team player
- Ability to work on own initiative.
- Have a positive can-do attitude, energy and commitment, and able to provide high standards of customer service
- Passionate and committed to the development of students
- Good time management
- Holder of Full UK Driving Licence
- Proven experience in working in a Multi Academy Trust
- Strong leadership and people management
- Ability to manage budgets and resources effectively

Ascend Learning Trust

Welcome to Ascend Learning Trust, where we pride ourselves on our core motto 'Together we Belong, Believe, Become'.

As a community of schools we strive to achieve this through our relentless commitment to our values of 'Compassion, Aspiration, Respect, Dedication and Integrity' for all of our students, with the potential of every individual within our community valued.

Compassion

To always show kindness, inclusivity and empathy to each other and to encourage others to behave this way. To care for those around you and to consider the needs of all.

Aspiration

To 'dream big' and to set your goals with no limits. You work hard towards your goals and follow your dreams and always believe that anything is possible.

Respect

To treat everyone as you would always wish to be treated in both words and actions. This means listening to others, appreciating differences, showing kindness and always being considerate.

Dedication

Always try your very best to commit to and achieve all of your goals and never give up even when things are tough. Face challenges courageously and keep focused on your goals.

Integrity

Holding true to what you believe in and act in a way that shows this. Always be honest and if you are in the wrong accept feedback and apologise.

Our vision at Ascend Learning Trust is to create a sense of belonging for everyone. All our young people receive a holistic world-class education regardless of where they come from or their life challenges. They will leave their Ascend community with outcomes that opens doors to a fulfilling and successful future.

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HOW TO APPLY

Please note CVs will not be accepted. You must complete the application in full giving details of all employment, training, and gaps in employment since leaving school.

Please ensure the closing date for applications is met, we cannot be held responsible for lost or late applications. Due to the large number of applications it is not always possible to respond to each application but we aim to respond within two weeks of the vacancy closing date.

If you would like to arrange a visit to the school, or for more information about applying, please contact the recruitment team on 01793 781485.

Applications should be submitted directly via MyNewTerm, you can access our careers page using the following link:

[Ascend Learning Trust MyNewTerm](#)

