



FSCE Operations Manager

Location

Reading School, with occasional travel to schools and events across the UK.

Salary

RS05/RS06 £33,143 - £44,075 per annum dependent upon skills and experience. This is a full time role for 37 hours per week, 52 weeks per year.

About FSCE Ltd (Future Stories Community Enterprise Ltd)

FSCE works with grammar schools and selective schools across the UK to deliver high-quality admissions testing services. We are passionate about ensuring that admissions processes are fair, robust and accessible, helping schools identify potential and supporting social mobility through education.

We believe that schools can transform lives and that fair admissions are a vital part of creating opportunities for young people from all backgrounds.

The Role

This is a unique and varied role that sits at the heart of our organisation.

You will coordinate multiple projects and stakeholders, oversee operational timelines, support marketing activity, organise events, and ensure that our testing services are delivered to the highest standards.

This role would suit someone who thrives in a fast-paced environment, enjoys working with people, takes ownership of outcomes, and has exceptional organisational skills. The successful candidate will be equally comfortable meeting school leaders, managing suppliers, coordinating projects and ensuring that the smallest details are not overlooked.

While experience of admissions testing is desirable, we are more interested in finding someone with drive, initiative, curiosity and a genuine passion for making a difference.

Key Responsibilities

Admissions Testing Operations

- Lead on the delivery of admissions testing services for both paper-based and online assessments.
- Ensure all test materials are available, quality assured and delivered in line with agreed timelines.
- Oversee the scanning and marking process for admissions tests.

- Monitor and deliver project plans and critical deadlines across the admissions cycle.
- Work closely with the Director of Research & Development to ensure question paper development remains on schedule and quality standards are maintained.
- Support quality assurance processes and manage amendments where required.

Supplier and Stakeholder Management

- Liaise with external providers including:
 - Test paper design and print partners
 - Answer sheet production suppliers
 - Online testing providers
 - Statistical analysis partners
 - Scanning and marking services
- Lead on delivery schedules across all suppliers.
- Ensure service level agreements and contractual obligations are met.
- Escalate risks and resolve issues proactively.

Events and Marketing

- Plan and deliver the annual FSCE conference.
- Organise and coordinate admissions webinars and customer events.
- Represent FSCE at exhibitions, conferences and sector events.
- Working with the CRM lead on marketing campaigns and customer communications.
- Work with colleagues and suppliers to develop promotional materials and customer engagement activities.

Commercial and Financial Support

- Prepare customer quotations and contracts.
- Support contract renewals and customer onboarding.
- Work closely with the Finance Director on budgeting, forecasting and business planning.
- Monitor project costs and support financial reporting where required.

Continuous Improvement

- Identify opportunities to improve processes, systems and customer experience.
- Contribute ideas for new products, services and ways of working.
- Support the growth and development of FSCE's services and reputation within the sector.
- Maintain accurate records and management information.

Risk Management

- Manage organisational risk through the development, maintenance, and regular review of risk registers and mitigation plans.
- Develop contingency plans and oversee procurement activities, including obtaining quotations, evaluating suppliers, negotiating contracts, reviewing supplier performance, and ensuring value for money.
- Conduct post-project and post-operational reviews to identify lessons learned and drive continuous improvement.
- Ensure compliance with GDPR, information security, secure data handling, and confidentiality requirements across all operational activities.
- Manage and maintain operational software systems, ensuring effective implementation, user support, and continuous optimisation.
- Develop, document, and continuously improve operational procedures to support consistency, efficiency, and succession planning.
- Lead staff recruitment, induction, training, work allocation, performance monitoring, and sign-off to ensure high-quality operational delivery.
- Manage temporary staff, including recruitment, onboarding, supervision, and performance management to meet operational requirements.

The postholder will also cover for the Customer Relations Manager during holiday periods.

Person Specification

Essential

- Commitment to Social Impact
- Outstanding organisational and project management skills.
- Strong relationship-building and communication skills.
- Excellent attention to detail.
- Ability to manage multiple priorities and deadlines simultaneously.
- A proactive, solutions-focused approach.
- Confidence working with senior stakeholders and customers.
- Strong written and verbal communication skills.
- Ability to work independently and take ownership of outcomes.
- Willingness to travel occasionally across the UK (approximately 6 – 10 visits per year).
- Proficiency with Microsoft Office and business systems.
- A willingness to learn about school admission processes and barriers to social mobility.

Desirable

- Experience in education, admissions, assessment or customer success.
- Experience organising conferences, webinars or large-scale events.
- Experience managing suppliers and external stakeholders.
- Understanding of project management methodologies.
- Experience working with budgets, quotations and contracts.

What We Are Looking For

More important than sector experience is the right mindset.

We are looking for someone who:

- Believes in the power of education to transform lives.
- Is passionate about social mobility and widening opportunity.
- Takes pride in delivering exceptional service.
- Brings energy, creativity and innovative thinking.
- Enjoys solving problems and finding better ways of working.
- Is highly organised and meticulous in their attention to detail.
- Builds trust and confidence with customers and colleagues alike.
- Wants to make a meaningful contribution to the future of admissions testing.

This is an opportunity to play a key role in a growing organisation whose work helps schools identify talent, create opportunity and change lives.