



# Chief Operations Officer

## Application Pack

Caroline  
Chisholm  
School



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Chisholm  
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*Globally Minded • Future Ready*

94% of CCS staff say

- ▶ 'I enjoy coming to work'  
and
- ▶ 'I receive high quality  
support'

(Oct 2025)



CCS received the 'Wellbeing Award for Schools' (2024)

# Application Pack – Chief Operations Officer

## Welcome - Thank you for your interest

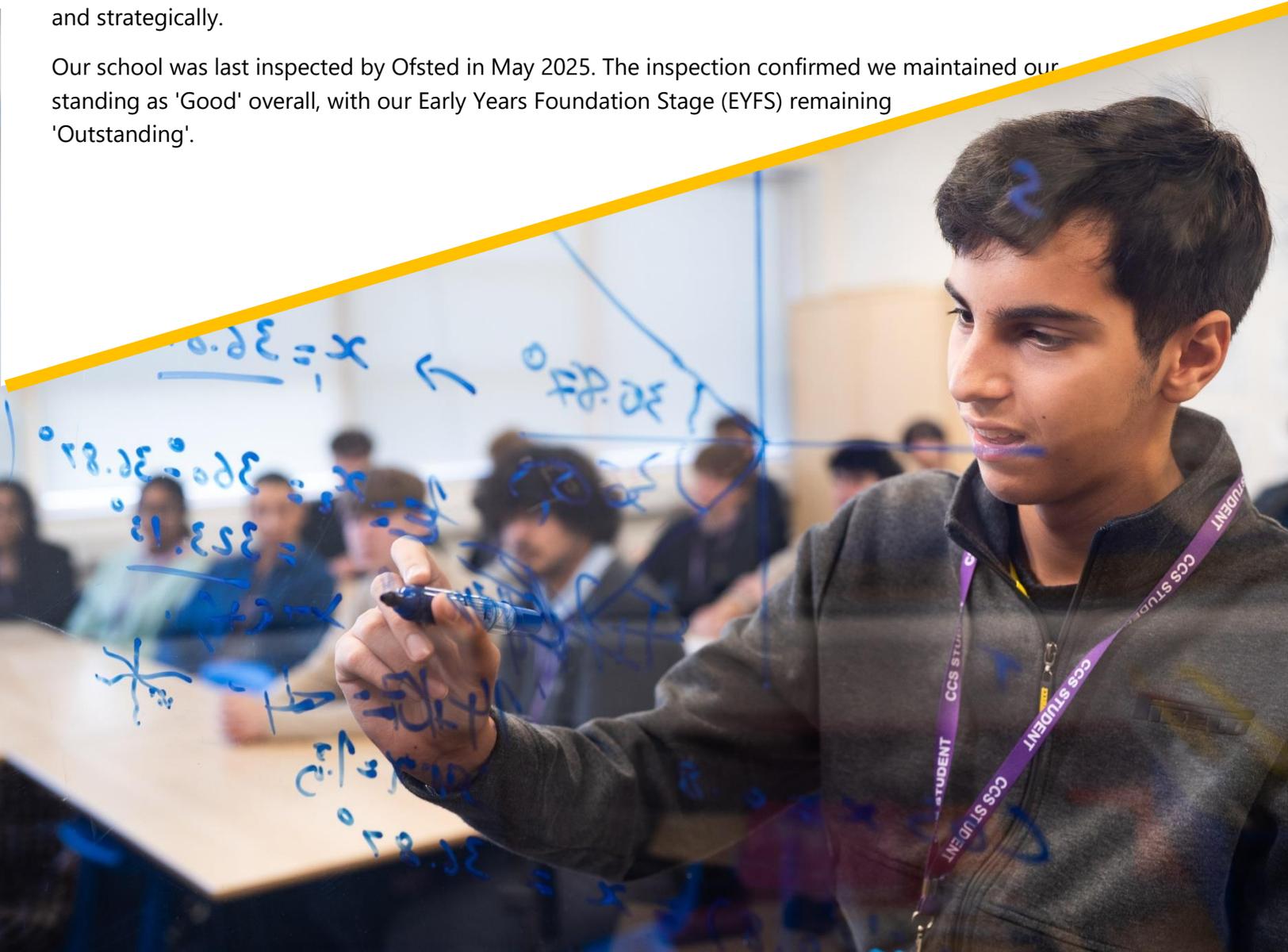
**Big question:** 'Do you want to work in a place where staff wellbeing truly is at the heart of every decision?'

If so, then our school and the post of Chief Operations Officer at Caroline Chisholm School may be worth considering. We are in a position to offer full and part time applications for this post.

Our school is a dynamic and heavily oversubscribed all-through academy which, as England's first all through state school, covers an age range from 4 to 19. The school caters for over 2100 students across our Primary phase, Secondary phase, and Sixth Form. The school has an incredibly talented and motivated staff body and a supportive, bright, and extremely well-behaved student body.

We are currently seeking someone to join our incredible team within our fully inclusive, all-through learning community. The successful candidate will be a highly motivated individual who has outstanding experience and/or potential. We are seeking to appoint a highly motivated and effective Chief Operations Officer. The postholder will be responsible for leading and managing core operational functions to ensure the Trust runs efficiently, compliantly and strategically.

Our school was last inspected by Ofsted in May 2025. The inspection confirmed we maintained our standing as 'Good' overall, with our Early Years Foundation Stage (EYFS) remaining 'Outstanding'.



# This is the important stuff...

## ► Our Vision

Our mission is simple, yet powerful: To inspire every student through the delivery of an innovative, world-class education'. We are proud to be a beacon of excellence in our community; a place where every individual feels safe, valued, included, and glad to belong.

Being an all-through school has a number of benefits for staff, students and parents; children stay settled; staff can work together across all phases and parents can be assured with a consistent approach to their child's education. In addition, the on-site Nursery offers discounted childcare for staff working at Caroline Chisholm School.

We believe passionately in nurturing the natural curiosity of every learner. Our curriculum and wider opportunities are designed to enrich lives, fostering not just academic success, but also social development, moral integrity, and personal growth.

At the heart of our school are our CCS values that shape and resonate in everything we do. Our learners leave us as confident, resilient individuals with deep respect for others and a life-long love of learning. Our curriculum is enriched with first class opportunities for creativity, personal development and global connection designed to shape not only great scholars, but also students who are 'globally minded and future ready'.

Caroline Chisholm School is proud to be a recognised World Class School for High Performance Learning (HPL). This accreditation not only reflects our commitment to the highest educational standards but also empowers us to support and develop teachers across the region. Through collaborative networks and action-based research, we continually refine our practice to ensure that every teacher is the very best they can be... because great teaching transforms lives.

## ► Our Values

At the heart of everything we do are the values that define us: acting with kindness, learning with curiosity, and living with integrity.

**Kindness** builds a community where everyone feels safe and valued. It teaches empathy, inclusion, and respect; qualities that underpin strong relationships and positive mental health. Kindness ensures that care for others remains central to all learning and behaviour.

**Curiosity** drives a love of learning and discovery. It encourages children and young people to ask questions, think critically, and explore the world with open minds. A curious learner becomes a lifelong learner; adaptable, creative, and ready to face change.

**Integrity** means doing the right thing, even when no one is watching. It fosters honesty, trust, and accountability, the foundation for strong character and good citizenship. It unites academic learning with moral development across every age group.

Together, we will continue to create an inspiring learning environment, one where our young people enjoy exceptional teaching, supported by a 'no excuses' culture, and leave us fully prepared for life and the world of work.

# Personal message to applicants, from the Principal

It is such a huge decision to decide where and with whom you will 'do life' with during the next phase of your career. It is certainly something I have considered prior to every job I have ever considered in mine. Are these the kind of people who will support me, help me grow, empower me to become all I can be... somewhere I can give, somewhere I can effect change on the lives of young people... and importantly somewhere I can enjoy living?'

This has always been at the forefront of my mind in the schools I have led, as I believe that our greatest investment should be in our people.

Richard Branson said it best I think: "Train and equip people well enough that they can leave, treat them well enough that they don't want to." This philosophy underpins what we have termed 'The CCS People's Pledge' - our shared commitment to staff wellbeing and excellence. When we really prioritise staff wellbeing and professional growth, we create a culture where every colleague feels valued, supported, and empowered to thrive.

The reality is clear, well documented and often quoted: Workload, burnout, poor pay, lack of support, and leadership gaps are driving talented educators away. Yet schools will always exist, and children will always need great teachers and staff who support them. If we want to be part of shaping globally minded students to enable them to become future ready, something has to change, fast. That change starts with us. With us leading learning, not just managing people but trusting professional autonomy; and recognising the daily impact all staff make beyond test scores.

Teachers and Support Staff are the heartbeat of education. When they choose to leave, the entire system feels it. That's why our pledge is more than words, it's action. We commit to prioritising wellbeing, fostering belonging, championing balance, celebrating contribution, and investing in growth. Because when our staff thrive, our students flourish. It's important we do more than just talk and at CCS... we are doing exactly that!

If you feel that our school ethos fits your ambitions, I would very much like to hear from you. This position is available from June 2026.

Or if you would like to visit our school, please contact our Director of HR, Sarah Stowey ([sstowey@ccs.northants.sch.uk](mailto:ssowey@ccs.northants.sch.uk))

I look forward to exploring the future together, so please get in touch.

Kind regards

Chris Bishop

A portrait of Chris Bishop, the Principal, is positioned on the right side of the page. He is a middle-aged man with a short beard and mustache, wearing a dark blue suit jacket, a white shirt, and a yellow tie. The background behind him is a blurred outdoor setting with greenery. A diagonal yellow line runs across the page, separating the text from the portrait.

[www.linkedin.com/in/cbishop1](http://www.linkedin.com/in/cbishop1)



# Chief Operations Officer

## Job description

Caroline  
Chisholm  
School



**Reporting to:**  
Principal

**Working time:**

We are happy to accommodate either full or part time applications

**Salary:**

Support staff pay scale M  
(£53,460 - £58,827 per annum, pay award pending)

**Responsible for:**

Leading and managing core operational functions to ensure Caroline Chisholm Education Trust runs efficiently and effectively.

# Job Description

**Reports to:** Principal

**Line Management Responsibilities:** Exams, Admissions, Marketing, Reception area, First Aid support

**Grade / Salary:** M, £53,460 - £58,827 per annum.

**Hours:** 37 hours per week, 52 weeks per year.

## Role Purpose

The Chief Operations Officer (COO) is a key member of the Leadership Team, responsible for leading and managing core operational functions to ensure the Trust runs efficiently, compliantly and strategically. The COO will oversee the above functional areas noted in the line management responsibilities.

## Key Responsibilities

### Premises & Facilities Management

- Lead the strategic management of the site, including catering, maintenance, and capital/build projects.
- Ensure compliance with health & safety regulations and promote sustainability initiatives.
- To manage all capital build and other building and development projects, liaising with contractors, consultants and others as appropriate
- To prepare and submit funding bids for site development projects and to liaise with the Local Authority on all school expansion plans
- To manage the administration of all maintenance and repair including programmed improvements to the school's site and buildings
- To liaise with the Site Team to ensure the programme of works at any given time.
- To manage all issues associated with the school's insurance policies, licenses and other similar legal aspects
- To co-ordinate planning for the effective provision of ICT resources including hardware and software and the efficient running of the ICT support team
- To ensure that the school has a strategy for using technology aligned to the overall vision and plan for the school, ensuring value for money
- To ensure inventories of equipment and stock are maintained
- To be the PFI Handback project lead for the Trust, including reviewing contract changes such as catering.
- Facilitate ad hoc projects such as the annual rewards event in July, 'CCSFest'

### Health & Safety

- To act as the school's Health & Safety Co-ordinator and to hold the IOSH certificate for the school
- To formulate, monitor and implement the school's Health & Safety Policy so that it complies with legislation
- To oversee the safe administration of emergency first aid.

- To arrange and respond to Health & Safety Audits
- To ensure systems are in place to enable the identification of hazards and risk assessments
- To ensure all statutory records are kept and maintained
- To report incidents to RIDORR as required and follow up actions needed.

### **Governance & Compliance**

- Ensure governance structures are robust and compliant with statutory requirements.
- Support the Leadership team and Trustees as required with training, reporting, and policy development.
- Support the Trustees Audit and Risk Committee in maintaining high standards of accountability through the risk register.
- Ensure GDPR processes and policies are robust and compliant, completing SARS as required.
- Chair Strategic Operation meetings to review and construct the Trust's calendars and monitor the impact of school events accordingly.
- To present at a monthly 'Business meeting: Operations' to the Senior leadership team regarding the efficient operational functions of the Trust that month.

### **Innovation & Strategic Development**

- Drive innovation across operational areas to improve efficiency and outcomes.
- Lead strategic initiatives and cross-functional projects aligned with Trust growth and improvement plans.

### **Marketing & Communications**

- Develop and implement Trust-wide marketing and communications strategies via the Trust's marketing team.
- Ensure consistent branding and stakeholder engagement across all platforms.

### **Risk Management**

- Maintain and monitor the Trust's risk register.
- Lead on business continuity planning, crisis management, and compliance with legal and regulatory obligations.

### **Data Management**

- Lead the Trust's data strategy, ensuring systems support performance analysis and decision-making.
- Oversee and ensure GDPR compliance and data integrity across all sites, including responding to SARs requests, DPIA compliance and FOIs in liaison with our appointed DPO.
- To ensure statutory reporting is completed accurately and on time, for example all census points.

# Person specification



Essential



Desirable

## Essential criteria

<b>E</b>	Degree-level education; relevant professional qualifications (e.g. PRINCE2, NEBOSH, ITIL)
<b>E</b>	Proven leadership in operations within education or a similarly complex sector
<b>E</b>	Experience managing multi-disciplinary teams and large-scale projects
<b>E</b>	Strong track record in governance, compliance, and risk management
<b>E</b>	Strategic thinking and problem-solving
<b>E</b>	Excellent communication and stakeholder engagement
<b>E</b>	Financial acumen and budget management
<b>E</b>	Ability to lead change and drive innovation
<b>E</b>	Understanding of education sector regulations and operational challenges
<b>E</b>	Excellent understanding of GDPR, H&S legislation, and IT infrastructure

## Desirable criteria

<b>D</b>	Experience in a Multi-Academy Trust or public sector operations.
<b>D</b>	Knowledge of SEND frameworks and workforce challenges.
<b>D</b>	Marketing or communications background.
<b>D</b>	Experience with capital funding and estate development

## Personal Qualities

<b>E</b>	High levels of integrity and professionalism
<b>E</b>	Supportive & collaborative leadership style
<b>E</b>	Ability to work under pressure and prioritise effectively
<b>E</b>	Commitment to maintaining confidentiality at all times
<b>E</b>	Commitment to safeguarding and equality

# Our Core Wellbeing Offer

## 1. Work–Life Balance

- ▶ 45-minute meetings as standard
- ▶ “Out of office” email protocol for holidays/weekends
- ▶ Agile working arrangements considered
- ▶ Protected Planning, Preparation and Assessment (PPA) time
- ▶ Paid, annual ‘Flexi-Day’ off from Trustees available, upon request
- ▶ Directed time well below 1265 hours for teaching staff
- ▶ ‘Discretionary leave’ considered for life events
- ▶ Half day at end of Christmas and Summer terms

## 2. Recognition & Community

- ▶ Monthly “I heard a Whisper” awards
- ▶ Regular shout-outs from leadership and peers
- ▶ Relaxing, shared staffroom spaces
- ▶ Termly staff raffle
- ▶ “Feel Good Friday” thank-you briefings
- ▶ Link Trustees to leadership
- ▶ £500 “Recommend a Friend” bonus
- ▶ Salary sacrifice schemes for bikes, tech, childcare
- ▶ Blue Light Card paid for bi-annually
- ▶ Fair TLR values for part-time staff

### 3. Voice & Influence

- ▶ Annual strategy review using Boston Consulting Group (BCG) Matrix
- ▶ Annual anonymous staff survey with published actions
- ▶ "Stay Interviews" to understand retention
- ▶ Termly Staff Wellbeing Forum
- ▶ Dedicated Wellbeing Trustee
- ▶ Open-door SLT policy

### 4. Professional & Personal Growth

- ▶ Funded CPD and skill development
- ▶ Peer-to-peer instructional coaching & mentoring
- ▶ Transparent career pathways
- ▶ Regular 1:1s with leaders
- ▶ Disaggregated training days
- ▶ Learning walks with no personal judgements
- ▶ Free music tuition (where possible)
- ▶ July start for Early Career Teachers

### 5. Health & Wellbeing

- ▶ Wellbeing Policy
- ▶ Free flu vaccinations
- ▶ Access to 'GP On-Demand'
- ▶ Free tea and coffee
- ▶ Mental Health First Aiders
- ▶ Wellbeing modelled by senior staff
- ▶ Formal supervision statutory for DSL staff
- ▶ Wellbeing email for concerns/suggestions
- ▶ Confidential, free Employee Assistance Program (EAP)
- ▶ Clear policy for managing challenging families – 'no excuse for abuse'
- ▶ SLT agenda includes "Impact of decisions made"
- ▶ "Brunch at Breaktime" on last Friday of each month
- ▶ Fitness and wellness program – inc. Yoga lessons, staff sports, free on-site gym



## How to apply

Simply click "apply now" to complete the application form, and upload your supporting statement to tell us about your experience and suitability for the post with reference to the job description and person specification.

An on-line search will be conducted for all shortlisted candidates prior to interview.

If you have any immediate questions, or you are interested in visiting the school prior to application, please do not hesitate to email Jane Trevellick, Payroll and HR Coordinator via:

[jtrevellick@ccs.northants.sch.uk](mailto:jtrevellick@ccs.northants.sch.uk)

Please note that all applications must be submitted by **midday 19<sup>th</sup> March 2026**

If you have not heard from the school within 2 weeks of this deadline, please assume that your application has not been successful on this occasion. References will always be requested before interview.

## Interview

**Interviews for the post will take place on Thursday 26<sup>th</sup> March 2026.**

The school reserves the right to interview strong candidates at an earlier date to ensure we secure the best person for the post.

**"Reflecting on my time in both primary and secondary, I can see how much support I've received. My school has provided a solid foundation in academics, helping me develop essential skills that I will carry forward."**

Trisha, Year 8

# Caroline Chisholm School



Principal: Mr Chris Bishop

Vice Principals: Mr Andrew Fisher, Mrs Elizabeth Husband, Mr Gary Wakefield



[www.ccs.northants.sch.uk](http://www.ccs.northants.sch.uk)



01604 344744



[office@ccs.northants.sch.uk](mailto:office@ccs.northants.sch.uk)



Caroline Chisholm School

Wooldale Centre for Learning, Wootton Fields, Northampton, NN4 6TP



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