Learning Community Trust

Operations Manager

ROLE INFORMATION PACK

Role	Operations Manager
Main Location	Queensway Academy, working across Queensway North and Queensway South
School Website	https://queensway.school
Status	Permanent, 37 hours per week, Full Year
Contract Type	Support Staff
Salary	PO4
Accountable to	Headteacher
Responsible for	Administration Team
Application deadline	25th November 2026
Interview dates	2nd December 2026
Enquiries and applications to	











Mission Statement

Delivering an inclusive, compelling and transformative education that empowers young people, both in the classroom and beyond, preparing them for the rapidly changing world ahead.

Vision

Developing compassionate, resilient and inspirational young people who can thrive within an ever-changing global community.

Our values

A Trust With Heart

We place our young people, staff and families at the heart of everything we do; we empower our young people to become compassionate, caring, humble and inspirational individuals.

Never Leave A Child Behind

We support all our young people to ensure that - regardless of their background or starting point -they can achieve exceptional educational outcomes.

Thriving Community

We passionately believe that a positive, thriving community is the heartbeat of the academy. We embrace our collective strength to create a range of opportunities that enhance the lives of our young people and families whilst also acknowledging and celebrating the distinctiveness and individuality of each academy's community.

Together We Are Stronger

We are united in our vision to ensure the best learning experiences for our young people, staff, and community through strong relationships and effective

Successful Young People

We create a pride in our academies and a thirst for learning that raises aspirations and ensures our young people are ambitious - both within school life and through extensive enrichment offers - to prepare them for the global community.

Learning For All

We deliver compelling, transformative and reflective learning in our classrooms, celebrating the differences of each academy's community, inspiring all our young people and staff to be the very best that they can be.

Respect For All

We celebrate equality, diversity, inclusivity and individuality because we believe that we have far more in common than that which divides us.

Coping With The Challenges Of Life

We develop resilience within all our young people and staff to ensure a mindset for success and readiness to thrive in an ever-changing global community.

For more information please visit **lct.education**

Together, with our families, our staff and our communities, we are stronger.

At the Learning Community Trust, we are proud to lead a family of academies that spans education from early years through to post-16 within our specialist settings. We serve thousands of young people and staff across our academies and take our responsibility seriously, placing our young people, staff, and families at the heart of everything we do.

Our mission is so important to us all, we all work tirelessly to deliver an inclusive, compelling, and transformative education that empowers young people both in the classroom and beyond, preparing them for the rapidly changing world ahead. We are united by a shared vision: to develop compassionate, resilient, and inspirational individuals who are ready to thrive in an ever-changing global community.

Our eight core values: A Trust With Heart, Successful Young People, Never Leave A Child Behind, Learning For All, Thriving Community, Respect For All, Together We Are Stronger, and Coping With the Challenges of Life create our daily moral compass and guide every decision we make and every service we offer.

We believe that every young person deserves access to a rich and inspiring educational experience, one that fosters a mindset for success and importantly, prepares them to be global citizens. Across our Trust, we are proud to celebrate equality, diversity, inclusivity, and individuality, recognising that we have far more in common than that which divides us. Each of our academies is distinctive, with its own ethos and community, yet all are united in our commitment to exceptional outcomes and shared trust values.

Our success is rooted in a steadfast commitment to the professional growth and well-being of our staff. We believe that when our teams are empowered, supported, and continually developing, they create the foundation for truly exceptional learning experiences. That's why we invest in high-quality training, leadership development, and well-being initiatives that nurture both personal and professional growth. By fostering a culture of care, collaboration, and continuous improvement, we ensure that our staff feel valued, inspired, and equipped to make a lasting impact in the lives of our young people.

To ensure we remain focused and forward-thinking, we have developed a robust Five-Year Strategic Plan. This plan is more than a roadmap; it is a commitment to realising our mission and values across every academy and community we serve. Grounded in our eight core values, the plan sets out clear priorities, aligns resources, and establishes measurable goals. It unites leaders, educators, families, and partners around a shared vision, ensuring we are prepared to meet challenges and lead with clarity, compassion, and impact.

A key strength of our organisation is our commitment to investing in the people who work within our Trust. We believe that when staff are supported to grow, our academies flourish. That's why professional development is at the heart of our offer. Every colleague, whether in teaching, leadership, support, or operations, benefits from access to CPD pathways designed to build expertise, confidence, and career progression.

No academy within our Trust stands alone. We work collaboratively to share best practice, provide targeted support, and create opportunities for staff to connect, learn, and lead. From coaching and mentoring to leadership development and subject networks, our CPD offer is designed to meet the needs of every role and every stage of a career. Our aim is simple: to empower educators to deliver exceptional outcomes for young people, while building fulfilling and sustainable careers.

We are proud of our reputation, both regionally and nationally, for strong educational outcomes and community focus. Our academies work closely together, sharing best practice across phases and settings to create thriving learning environments. We believe that Together We Are Stronger, and through collaboration, we can build a resilient, inclusive educational system where every young person can flourish.

Thank you for considering the Learning Community Trust as your partner in education. We look forward to working with you to create lasting, positive change for your school and your community.



Paul Roberts

Chief Executive Officer





Working in Queensway

Queensway is a specialist school in Telford supporting children and young people with Social, Emotional and Mental Health needs and Communication and Interaction needs, including autism. Across its specialist provision, the school is united by a clear belief that every pupil can thrive when they feel safe, understood and supported.

Relationships are central to life at Queensway. As a Trauma Informed Gold school with Advanced Autism Accreditation, staff use consistent, nurturing and evidence-informed approaches to help pupils regulate, build trust and engage positively with learning. High expectations sit alongside empathy, clear boundaries and carefully personalised support.

Pupils benefit from a broad and ambitious curriculum, therapeutic support and opportunities that develop resilience, confidence, independence and preparation for adulthood. Queensway's strong academic, vocational and personal outcomes reflect the commitment of staff who focus on possibilities rather than barriers.

The school works closely with families, external professionals and the wider community so that support is coordinated around each child. Queensway is also entering an exciting period of development, including new purpose-built SEMH facilities that will strengthen collaboration and create further opportunities for pupils and staff.

As Operations Manager, you will provide professional operational leadership across Queensway North and South, ensuring that business, administrative and support functions are organised, compliant, financially responsible and responsive to pupils, families and staff.

We are looking for a credible, highly organised and solutions-focused leader who can coordinate finance, people administration, safer recruitment, health and safety, estates, ICT, information governance, compliance and business continuity across two specialist sites. You will work closely with the Headteacher, Trust central teams and external partners, lead the school's administration team and provide clear advice, assurance and management information. If you share our commitment to safeguarding, inclusion and continuous improvement, we would be delighted to receive your application.

Alison Ashley

Director of Specialist Education, LCT



Why work for the Learning Community Trust?

The Learning Community Trust, is a large employer with staff working in all sectors of education as leaders, teachers, educational and pastoral support, business support, and other services across our growing trust.

We are committed to ensuring that Learning Community Trust is an outstanding employer. Recruiting, developing and supporting the best staff is essential to the success of our Trust and academies. Our head office is based in the heart of Telford, with academies across Telford and Shropshire and excellent road and rail links to the West Midlands and beyond.

- **Flexible working and work-life balance** — We recognise the importance of balancing work with personal commitments. Where the role allows, working patterns, core hours and home-working arrangements can be discussed and agreed, while ensuring the needs of the post, school and Trust continue to be met.
- **Generous pension provision** — Staff are automatically enrolled into the relevant pension scheme, with employer contributions through either the Teachers' Pension Scheme or the Local Government Pension Scheme.
- **Holiday and special leave** — Holiday entitlement varies by role, but support staff receive a generous annual leave allowance plus bank holidays, with additional entitlement awarded after five years' service. Our special leave policy also supports staff through important life events and family milestones.
- **Comprehensive induction, CPD and career development** — We are committed to helping colleagues grow throughout their careers, with structured induction, ongoing training, professional development, instructional coaching and opportunities for progression across our Trust.
- **Health and wellbeing support** — Staff have access to wellbeing resources, free eye tests, flu vaccinations, occupational health support and an Employee Assistance Programme offering confidential advice and support for employees and their families.



- **Counselling support** — Employees can access independent counselling support, helping colleagues and their families receive timely advice and support when they need it most.
- **Family-friendly policies** — We understand that family life and caring responsibilities matter. Our policies are designed to support colleagues through key life stages, including becoming a parent, growing a family or caring for dependants.
- **Financial protection and peace of mind** — We offer supportive sick pay arrangements and death in service benefits, providing reassurance and financial protection should the unexpected happen.
- **Salary sacrifice schemes** — Staff can access practical schemes to support financial wellbeing, including salary sacrifice options.
- **Modern working environments and the right equipment** — Our academies provide safe, modern and well-equipped working environments, with the technology, systems and resources colleagues need to work effectively, including remote access where appropriate.
- **Collaboration across a growing Trust** — Staff benefit from working across a diverse family of primary, secondary and specialist academies, sharing expertise, developing practice and contributing to Trust-wide improvement.
- **Additional staff perks** — Depending on the site, colleagues may benefit from discounted freshly prepared meals, free parking and access to facilities such as gyms and swimming pools at reduced rates or free of charge.



Operations Manager

ROLE OVERVIEW

As Operations Manager, you will provide professional operational leadership across Queensway Academy's North and South campuses, ensuring that the school's business, administrative and support functions are effectively organised, compliant, financially responsible and responsive to the needs of pupils, families and staff.

Reporting to the Headteacher and working closely with the Trust's Chief Operating Officer and central service teams, you will lead and coordinate finance, HR administration, safer recruitment, health and safety, estates and PFI liaison, ICT, information governance, policy compliance, governance support and business continuity.

You will provide accurate advice, assurance and management information to leaders and lead the administration team to deliver consistent systems and service standards across both sites, working within the Trust's Scheme of Delegation and approved policies.

Job Description

Main purpose:

To provide professional operational leadership across Queensway Academy's North and South campuses, ensuring that the school's business, administrative and support functions are effectively organised, compliant, financially responsible and responsive to the needs of pupils, families and staff.

Reporting to the Headteacher and working closely with the Trust's Chief Operating Officer and central service teams, the Operations Manager will lead and coordinate finance, HR administration, safer recruitment, health and safety, estates and PFI liaison, ICT, information governance, policy compliance, governance support and business continuity. The postholder will provide accurate advice, assurance and management information to leaders and will lead the school's administration team to deliver consistent systems and service standards across both sites.

The role provides local operational leadership, coordination and assurance within the Trust's Scheme of Delegation and approved policies. Formal employment decisions, contractual changes, payroll processing, specialist HR or health and safety advice, centrally retained financial approvals and formal governance-clerk responsibilities remain with the Headteacher, authorised Trust service or other designated officer.

Duties and responsibilities:

Leadership and team management

- Provide professional operational advice to the Headteacher and senior leadership team, identifying emerging risks, service pressures and improvement priorities across both campuses.
- Line manage, supervise and develop the administration Team, administration staff, including ICT staff, reprographics and drivers, will be line managed by the Operations Manager where allocated.
- Plan workloads, rotas, reception arrangements, site presence, essential cover and continuity across Queensway North and Queensway South.
- Lead regular business-support meetings and maintain action logs, escalation routes and the annual operational calendar covering finance, HR, compliance, audits, training, premises, governance and statutory deadlines.
- Review systems and digital processes to reduce duplication and deliver a consistent, responsive and safeguarding-conscious service across both sites.
- Ensure operational arrangements reflect Queensway's specialist autism and SEMH context, including communication, sensory, accessibility, medical, supervision and safeguarding requirements.

HR, people and safer recruitment

- Coordinate recruitment and safer-recruitment administration with recruiting managers and Trust HR, including vacancy documentation, interview arrangements, references, identity, right-to-work, DBS and other pre-employment checks.
- Maintain the Single Central Record across both sites and ensure supporting evidence is complete, accurate and audit-ready before employees, agency workers, volunteers, contractors or trainees commence work.
- Coordinate onboarding, induction, contractual changes and leaver processes, ensuring timely and accurate information is provided to Trust HR, payroll, ICT and other services.
- Manage school-based absence processes under the direction of the Headteacher, including welfare contact, arranging and managing absence-review meetings, return-to-work arrangements, Occupational Health referrals and approved family-leave processes; provide absence-management reports when required.
- Maintain accurate employee files, staffing structures, reporting lines, contracts, working patterns, hours, FTE, fixed-term and probation expiry dates, and reconcile workforce information with budget and Trust HR systems.
- Coordinate workforce census, appraisal, probation, pay-progression administration, job-description reviews, mandatory training and National College compliance reporting.
- Support workforce planning, succession planning and staff wellbeing activity and provide accurate workforce information to leaders.
- Support employee-relations administration where required, maintaining confidentiality and referring professional advice and formal decisions to Trust HR and authorised leaders.

Finance Management

- Prepare and coordinate the annual budget and medium-term forecast with the Headteacher, budget holders and Trust Chief Financial Officer, in accordance with the Academy Trust Handbook, Trust Financial Regulations and Scheme of Delegation.
- Review monthly management accounts, payroll reports and establishment costs with the Headteacher and Trust Chief Financial Officer; investigate significant variances, report causes promptly and monitor agreed corrective action.
- Oversee local purchasing, income collection, debt monitoring, banking, VAT administration, reconciliations, delegated funds, purchasing cards, petty cash, school accounts and the fixed-asset register where allocated; ensure payment runs, payroll approvals, timesheets, mileage and expense claims are authorised and submitted within required timescales.
- Support compliant procurement, tendering and fully costed business cases; negotiate and put contracts in place in line with Trust requirements, monitor contracts, subscriptions, licences and recurring commitments, and identify value-for-money opportunities.

Health, safety, estates and continuity

- Act as Queensway's lead school-based health and safety representative, working with the Headteacher, Trust Chief Operating Officer, PFI partners, premises staff and specialist advisers.
- Maintain the health and safety action plan, operational risk register, audit recommendations and audit actions, monitoring accountable officers and escalating overdue or unresolved risks.
- Coordinate risk assessments, accident, incident and near-miss reporting, inspections, meetings and statutory premises compliance, including fire, water, asbestos where applicable, electrical safety, equipment and COSHH.
- Act as the principal school contact for PFI and estates matters; monitor service delivery, contractors, site readiness, security, accessibility, cleaning, waste, utilities and remedial action within delegated arrangements.
- Coordinate contractor assurance, identification, safeguarding controls, risk assessments, method statements, insurance and site induction.
- Coordinate emergency and business-continuity arrangements covering evacuation, lockdown, adverse weather, closure, critical incidents, loss of utilities, ICT disruption and temporary relocation across either campus.
- Ensure plans address pupils' communication, sensory, mobility, regulation, medical and supervision needs and maintain continuity if one site is disrupted.
- Coordinate insurance claims, minibus or school-vehicle compliance where applicable, access-control records, keys, badges.

ICT and information governance

- Act as Queensway's lead school-based coordinator for ICT and administrative systems, working with Trust ICT, system providers and contractors.
- Coordinate support requests, service priorities, user accounts, permissions, equipment allocation and escalation where disruption affects safeguarding, communication, teaching, learning or essential business activity.
- Coordinate secure ICT onboarding, role changes and leaver processes and maintain accurate equipment and asset information with Trust ICT and finance teams.
- Ensure reliable systems support attendance, admissions, pupil records, SEND information, safeguarding processes, staff records, finance, communications, statutory returns and parent messaging.
- Lead school-based information governance, including secure filing, records retention, information sharing, confidentiality, Freedom of Information administration, data breaches and information requests.
- Monitor ICT and information risks, support staff compliance and maintain appropriate contingency arrangements within the school's business-continuity plans.

Governance, policy and assurance

- Maintain policy, statutory website and compliance schedules, including the Freedom of Information publication scheme, declarations of interest and gifts and hospitality records.
- Coordinate evidence and action tracking for Trust reviews, internal and external audit, inspections and governance assurance.
- Coordinate governance schedules, reports, declarations, visits, governor checks and training records while preserving the appointed clerk's formal responsibilities.
- Coordinate complaints and formal correspondence where delegated, maintaining accurate records, stages, timescales and retention requirements.
- Maintain oversight of admissions, consultations, census and statutory pupil returns, attendance administration, educational visits, transport, first-aid and medication administration, school meals, events, room bookings, stock and pupil-payment systems where these functions are allocated locally.
- Liaise with local authorities and external professionals on operational matters affecting placements, EHCP processes, specialist equipment or adaptations, and report unresolved financial, contractual, compliance, workload or capacity risks promptly.

Professional development

- Complete induction and all required safeguarding training, read Part One of the current Keeping Children Safe in Education guidance and undertake regular safeguarding and online-safety updates.
- Maintain current knowledge of academy trust finance, HR administration, safer recruitment, health and safety, data protection, procurement, governance and statutory compliance relevant to the role.
- Undertake role-specific development in school business leadership, finance, health and safety, PFI and estates, ICT, information governance and Queensway's autism and SEMH context.
- Attend Trust and school briefings, leadership meetings, supervision, professional networks and learning activities as required.
- Participate fully in professional development review arrangements and maintain evidence of continuing professional development.

Other Responsibilities

- Responsibility for safeguarding and promoting the welfare of children.
- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and comply with all schools policies and procedures
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos and aims of the Schools and Trust
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings, training and learning activities as required

The postholder may be required to carry out any other duties that are commensurate with the post. Whilst every effort is made to explain the main duties and responsibilities of the post each individual task undertaken may not be identified.

This job description is subject to review by the line manager in negotiation with the post holder at any time. However, an annual review of this job description and allocation of responsibilities will take place as part of agreed performance management arrangements.

Person Specification

Person Specification	Essential	Desirable
Qualifications	• Level 2 qualifications in English and mathematics, or equivalent. • Evidence of relevant continuing professional development.	• School business management, accountancy, CIPD, IOSH or NEBOSH qualification. • Relevant professional membership. • Relevant Level 4 or above qualification in school business management, finance, HR, management, health and safety or a related discipline, or equivalent substantial professional experience.
Work or Relevant Experience	• Substantial experience of leading school, education or comparable operational and business-support services. • Experience of line managing and developing administrative or business-support staff. • Experience of budget management, financial monitoring, procurement, payroll assurance and audit controls. • Experience of HR administration, safer recruitment, absence management and workforce data assurance. • Experience of health and safety, premises, contractors, risk management and business continuity. • Experience of managing competing deadlines, statutory requirements and operational risk.	• Experience in an academy trust, special school, autism or SEMH setting. • Experience of PFI arrangements, multi-site operations, governance support or school admissions and statutory returns. • Experience of implementing service improvement or digital process change.
Skills and Knowledge	• Strong knowledge of school or academy finance, budget planning, procurement, internal controls and value-for-money principles. • Knowledge of HR administration, safer recruitment, the Single Central Record, workforce data and confidentiality. • Knowledge of health and safety, risk assessment, estates compliance, contractor management and business continuity. • Knowledge of safeguarding, data protection, information governance, statutory website, policy and governance requirements. • Highly developed analytical, financial, organisational, written and verbal communication skills.	• Knowledge of the Academy Trust Handbook and academy trust governance arrangements. • Knowledge of PFI contract management and SEND or specialist-school operations. • Project-management or change-management skills.

Person Specification

	• Ability to interpret complex information, produce clear reports, advise and influence senior leaders and exercise sound professional judgement. • Strong digital capability, including Microsoft 365, management information, finance and HR systems.	
Personal Attributes	• Confident, credible and able to provide constructive professional challenge. • Highly organised, accurate and able to prioritise competing statutory and operational demands across two sites. • Proactive, solutions-focused and accountable, with sound judgement and careful attention to risk. • Approachable and collaborative, with the ability to build effective relationships with staff, families, governors, Trust teams, contractors and external agencies. • Able to handle sensitive information with discretion and maintain professional boundaries. • Committed to safeguarding, equality, inclusion, continuous improvement and Queensway's specialist ethos.	• Experience of contributing at senior leadership level. • Established professional networks within school business management or specialist education.
Special Conditions	• Sufficiently fluent in spoken English to communicate effectively in the role. • Able to work flexibly across Queensway North and Queensway South and attend meetings or respond to urgent operational matters outside normal hours when reasonably required. • Committed to safeguarding and promoting the welfare of children and to completing all safer-recruitment checks required for the post. • Willing to undertake required training and work within Trust policies, delegated authority and professional standards.	• Full driving licence and access to transport for travel between sites and Trust locations.



How to apply

Please complete our application form which can be downloaded from Our vacancies - Learning Community Trust following the relevant job advert. Please complete highlighting your relevant experience, skills, and personal qualities. Once completed email to the email address on the front of this role information pack by the deadline.

Interviews will be offered to applicants who best match the person specification and job description.

If invited for an interview, bring evidence of essential and desirable qualifications and documents for the DBS application process.

We are committed to providing a fair and accessible recruitment process. If you require any adjustments at any stage, please contact us using the email address provided at the start of this pack.

Important Notes:

- Please complete all elements of the application form, incomplete forms will not be put through shortlisting.
- CVs are not accepted.
- If shortlisted, references will be requested before interview
- All shortlisted candidates will be visited in their current setting ,where possible.

Please note that by submitting an application you agree for your personal data to be processed in line with the trust's privacy notices. Further information can be found at Privacy Policy - Learning Community Trust

Trust commitment to Safer Recruitment and Safeguarding:

The Learning Community Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment:

- All offers of employment are subject to an Enhanced DBS check, children's barred list check and, where applicable, a prohibition from teaching check.
- An online social media check will be undertaken for all shortlisted candidates prior to the interview.
- This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013, 2020 and 2023). Guidance on disclosing convictions can be found on the Ministry of Justice website.
- Under the Immigration Act 2016, candidates for customer-facing roles must meet the necessary standard of spoken English.
- It is an offence to apply if barred from engaging in regulated activity relevant to children.
- Any offer of employment is subject to medical fitness, satisfactory references, right to work in the UK, satisfactory online check and an Enhanced DBS check.
- References will be requested and checked prior to any interview and in line with the Learning Community Trust recruitment and selection process.
- Applicants must have current right to work visa status, this role does not support visa applications

For more information regarding our commitment to safeguarding, visit https://lct.education/statutory-information/safeguarding to find view the latest statutory guidance.

Learning Community Trust

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For more information please visit lct.education