

Job title:	Head of Trust Operations and Finance
Job ref:	HFL1426
Hours:	37 per week, flexible working considered
Salary band:	Band 6 - competitive salary plus benefits
Contract:	Permanent
Reports to:	Director of Business Services
Team:	Academy Operations and Finance
Location:	Remote working with flexibility required to work across educational settings in Hertfordshire and neighbouring counties, with an opportunity to work up to 2 days per week in our Head Office in Stevenage, Hertfordshire if desired.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

Job context and purpose

The Head of Trust Operations and Finance is a new role formed to reflect the differentiated needs of Trusts and Academies across Business Services. The vision is for the Head of Trust Operations and Finance to build a multi-disciplinary team across Operations and focused on value-adding solutions to Trusts. HfL has already established an Academy Finance team led by a qualified accountant with an excellent understanding of The Academies Handbook and experience of working as a CFO. The Academies Finance team will move into Trust Operations and Finance with other roles and sub-teams being grown and developed as revenue share increases. It is likely that staff will be seconded into the team with virtual reporting lines initially whilst the team grows and expands.

The Head of Trust Operations and Finance will develop and deliver a 3-year Operations and Finance Business Plan developed in partnership with the Trust Business Development Lead (a new post that will sit in the Commercial Team). It is expected that the two roles will complement one another with the Commercial role

focused more on marketing, relationships and growth across the organisation whilst the Business Services role will hold the service delivery remit, ensuring the right colleagues are hired to deliver services needed by Trusts and that add clear value. It is expected that the postholders will work together to ensure HfL is positioned to grow services through thought leadership and networks.

The Operations and Finance Business Plan will identify the gaps and opportunities in the current service and detail a value-adding offer. The plan will include clear milestones for growth and development.

The Business Plan will explore how to grow established Trust services including the Academy Finance offer together with identifying brand new offerings where there is a gap in the HfL portfolio and a demand from Trusts. The plan will also detail how to reorientate existing Business Services e.g. Data Management to best meet the needs and add value to Trusts. The role will be highly collaborative, with the postholder building a particularly strong relationship with the Trust Business Development Lead and the Director of Business Services.

It is expected that the Head of Trust Operations and Finance will hold regular team meetings with the Commercial Team, fostering a culture of collaboration and joint problem solving.

Main areas of responsibility

The Trust Business Development Lead's responsibilities are set out below:

Development of a Business Plan and Market Presence

- Develop a 3 year Business Plan that defines success at regular milestones.
- Work alongside the Trust Business Development Lead to develop and launch new services, expanding the team as contracts and commissions increase
- Build networks of COOs and CFOs through briefings and thought leadership. Ensure that Business Services is seen as tailoring its offerings to the needs of Trusts
- Work alongside the Commercial Team to ensure effective marketing of services, producing content and case studies to further sales
- Identify and hire the right talent to drive the service forward
- Coordinate and support the development and deployment of processes, consistent with other teams in Business Services, to enable the effective and efficient service delivery and customer excellence.
- Work alongside the Trust Business Development Lead to identify and respond to leads
- Seek opportunities to up-sell HfL services when working in trusts
- Ensure the team is registered for tenders and alerts for potential new business, working with the Trust Business Development Lead who will lead on the response
- Ensure the team is positioned on appropriate Frameworks to maximise opportunities

Leading and Growing a Service Offer

- Lead the day-to-day delivery of Trusts and Academies Operations and Finance Work
- Prepare the budgets for Trust Operations and Finance for sign-off at Budget Summits
- Deliver on the budgets assigned to the Trusts and Academies Operations and Finance Team
- Ensure the successful delivery of services, seeking customer feedback to ensure continuous improvement in services
- Ensure services evolve to meet the changing needs of Trusts. You will be expected to have your finger on the pulse across Trust Operations, Finance and Governance and ensure we respond to landscape changes.
- Ensure the milestones in the Business Plan are hit and that the service is on track
- Ensure effective collaboration with the Technology in Schools teams who will support both maintained and academy teams to ensure that technology is integrated into the Trust offer.
- You will be the outward looking leader on Business Services related matters, establishing networks which will provide traded briefings on operational and finance matters
- Support the Trust Business Development Lead in bid writing and pitches through providing timely and accurate information

An HfL People Leader

- Build a team that brings together the trust expertise across Business Services to tangibly advance HfLs traded offering to Trusts. As the service grows, transition the team to a permanent team specialising in Trusts
- Ensure that that team performs, with individuals fulfilling their potential in the team
- Ensure effective collaboration between your team members where virtual and their "HfL home teams" to ensure they remain upskilled in their discipline whilst developing a trust specialism
- Set and establish a pattern of team meetings with the team to ensure effective communication and effective progress/ continuous improvement
- Act as a mentor/coach to the senior members of your team

Key relationships

- MAT Senior leaders
- Chairs of Trusts
- Director of Business Services
- Trust Business Development Lead

- Commercial Director
- Director of Education Services
- Heads of Business Services and Education Services Directors and Heads
- Other Executive Team Members
- HFL Stakeholders
- Key External / Commercial Partners to HFL
- Sector Stakeholders and Influencers

Role and Responsibilities within Business Services

All members of the Business Services Leadership Team will be expected to play a full and active role in the wider team, delivering on team targets and sponsoring and contributing to cross-cutting projects as necessary.

Values and behaviours: The Commercial team will embrace, role model and insist upon the embodiment of the HfL values at all times:

Trusted: We are trusted by those we serve, and we trust each other, because we are recognised as credible and experienced specialists in our chosen fields; we value the role that every colleague plays to deliver our purpose and vision.

Inspirational: We are passionate about the power of education to help young people achieve great outcomes and will inspire those we work with to strive towards this purpose; we are resilient and will innovate and adapt to meet the changing needs of our customers.

Collaborative: We know that collaborative working with each other, with our customers, and with other partners delivers greater impact; we learn from and with each other to overcome challenges and we put company-wide objectives ahead of individual or team objectives.

Accountability

Collectively all members of the team will be accountable for meeting the team goals and ensuring the HfL values and behaviours enable continuous improvement and development of best and consistent practice. Individually we will be accountable for the performance of our areas, including financial performance and for ensuring our teams live our values

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

With a proven track record of success in a Trust Business Development role, the Trust Business Development Lead will display the following skills, experience and attributes:

Experience

- Commercially minded individual with proven experience in developing and implementing Business Plans
- Experience of operating in the MAT sector
- Experience of delivering pitches and winning business from MATs
- Experience of problem solving for trusts; can act credibly in pitching and pricing solutions to issues that trusts are facing.
- Experience of budget management and delivering on traded targets

Behaviours and Skills

- Future focused, inquisitive and open-minded
- Highly entrepreneurial
- Ability to influence and engage with a wide range of people to deliver impact
- Proven salesperson with a track record of selling value-adding products to leaders in Trusts
- Flexible self-starter who is comfortable working in a fast-changing environment
- Highly professional
- Strong team player who works collaboratively and inclusively with a wide range of stakeholders
- Ability to build relationships with Trust leaders
- Ability to quickly analyze complex information and make robust decisions
- Ability to use discretion and exercise professional judgement
- Ability to juggle multiple priorities and successfully manage client expectations
- Leads by example and acts with integrity
- Strong commitment to Herts for Learning's purpose and values
- Role models Herts for Learning's values
- Strong passion for delivering exceptional service

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates

without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Catherine Tallis on 07771 912401.

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

Closing Date: **Friday 29th April 2022 at 9am.**

Interview Date: **Week commencing 16th May 2022 in Stevenage.**