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| **Role Title** | **Head of Schools Business Support**  **Business Support** |
| **Job Family** | **Project Management** |
| **Competency Level** | **Manager** |
| **Pay Scale** | **PO8** |
| **Purpose** | |
| To strategically manage, develop, organise and control a professional service for effective School Business Management and financial sustainability across maintained schools ensuring the delivery of the service meets all Council, professional and legislative requirements.  To support the development, management and delivery of Council services and embed systems across maintained schools to reduce financial and business risks. Manage staff responsible for service delivery / support within the service area. | |
| **Generic Accountabilities** | **End Results/Outcomes** |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  Service delivers excellent customer service. |
| Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations. | Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.  Responses to major corporate or partner initiatives / complex operational issues are managed effectively.  Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.  The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales.  Regular supervision is undertaken and clear objectives set and monitored through the Council’s Appraisal process. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Budgets are planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| **Job-specific Accountabilities** | **End Results/Outcomes** |
| **Schools Facing Financial Challenge (SFFC)** | Manage and develop the delivery of the long-term strategy for SFFC alongside the Heads of Council services, particularly Schools Finance, to ensure services work as strategic partners to support school’s financial stability.  Build strong relationships with Heads, Governors and Council staff and other key stakeholders, including ISBL and DfE, demonstrating the quality of the Education Business Support Services.  Embed processes to ensure that early warning signs showing risks to school sustainability are flagged and acted upon in a timely manner.  Establish, manage and, where appropriate, Chair the Action Groups to hold Governors and Heads to account for the strategic and sustainable planning of their schools, ensuring all key stakeholders and relevant Council Services are represented. |
| **Academy conversion process** | Be the contact for the DfE in regards to maintained schools considering converting.  Act as the legal ‘client’ on behalf of the Council between the legal teams of the Council and the Academy Trust.  Facilitate the Academy Conversion Project Group, ensuring appropriate membership and attendance from Council Services to ensure that all risks to the Council are flagged, managed, and mitigated. |
| **School Business Support Services** | Provide strategic School Business Manager Guidance and support to School Business Managers, Headteachers and Governors, particularly in respect of guidance on medium- to long-term financial planning including preparation of Recovery Plans and solving budgetary problems.  Prepare written material giving advice and good practice models on school business matters for school staff and Governors (e.g. budget preparation, reporting to Governors, use of recommended financial software packages, etc.)  Support Head teachers with recruitment and appraisals of School Business Directors/Managers, including the setting and monitoring of targets of work performance and personal development in accordance with schools Performance & Development Appraisal scheme.  Deliver training to Headteachers and Governors on strategic school finances.  Support schools in clarifying and securing short term SBM cover where necessary. |
| **Risks in regards to education business in maintained schools are captured and actions agreed to mitigate them.** | Work with key LA services, including Education Finance, Insurance, Health and Safety, Pensions and Schools HR to gather information on possible changes to policy and funding.  Ensure information and guidance is communicated in a timely manner through key communication channels such as The Hub website and newsletters and WF SBM Network, etc.  Ensure that the impact of agreed actions are regularly reviewed and evaluated and annual plans amended accordingly. |
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| **Manage the Education Business Team** | Manage a small team providing support to schools in regard to quality school business management.  Ensure that Waltham Forest maintained schools have a first point of contact for all business related issues and that strong, professional relationships with schools are maintained at all times.  Ensure high quality management and best value of software and contracts led and managed by the Education Business team on behalf of schools and the LA. |
| **Lead procurement exercises on behalf of groups of maintained schools** | Where appropriate, provide support to groups of schools in the procurement of services, including developing the service specification.  Work with the LA Procurement Service to ensure compliance.  Where appropriate, provide contract management support, including agreement of KPIs and reporting timeframes. |
| ***Nature of Contacts*** | |
| Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.  Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.  High levels of tact, sensitivity and diplomacy is required. | |
| **Procedural Context** | |
| Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.  Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.  Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment. .  Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.  Occasionally the post will be expected to work from other locations.  Post holder will oversee operational decisions.  Post holder will report to Assistant Director Post 16 and School Operations | |
| **Key Facts and Figures** | |
| Delegated responsibility for project budgets.  Monitoring and controlling major financial transactions /information.  Effectively control significant budgets / resources.  Manage teams of staff. | |

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| **Resourcing**  Budget Responsibilities: Up to £200,000 plus management support of budgets in schools of up to approx. £3m  Supervisory Responsibilities: Up to 2 project officers, |

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| **Knowledge, Skills and Experience** |
| **Knowledge, Skills and Experience**   * Commitment to Waltham Forest Schools and the core values and aims of Waltham Forest Council * Proven track record of success in a maintained school business management role, particularly in the area of schools finance * A strong communicator with the ability to explain complex financial matters to non-financial staff and Governors * Evidence of project management experience and ability to meet deadlines, budget and quality outcomes * Experience of, and competent user of, ACCESS budgets is desired * Experience of procurement and commissioning * Ability to influence and engage with a wide range of stakeholders, from officers, senior managers, directors and equivalent level contacts from schools and partners, to ensure impact delivery * Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate and influence a diverse range of stakeholders * Flexible, results focused self-starter with a passion for delivering an exceptional service * Highly professional, organised, resourceful and with a good eye for detail * Ability to use discretion, ensure confidentiality and exercise professional judgement * Strong team player who works collaboratively and inclusively with a wide range of stakeholders * Able to prioritise tasks and work under time limits to deliver a service specification * Commitment to continual learning to develop and maintain skills * Commitment to excellent customer service delivery |
| **Indicative qualifications**  Educated to a degree level or equivalent/relevant experience in schools or Local Council |
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The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.