

Job title:	Director of Business Services
Job ref:	HFL1270
Hours:	Full time - 37 hours per week
Salary band:	7 (£negotiable) plus company bonus scheme
Contract:	Permanent
Reports to:	Managing Director
Team:	Executive
Location:	Head Office – Stevenage

Our company

Herts for Learning Ltd (HfL) is a not for-profit distribution company and the largest schools' company in the UK. We provide high quality school improvement, leadership and business support to over 1000 schools and education settings in Hertfordshire and beyond, generating an annual income of over £22m and employing over 300 staff. HfL has had great success since its creation in 2013, with almost 92% of Hertfordshire schools now Ofsted rated as good or outstanding, well above the national average.

HfL operates in a dynamic sector where changes in government policy can radically impact the work we do. Our new strategic plan addresses these challenges through the evolution of our education and business services offer. We are looking for a Director of Business Services to lead our business services teams and ensure that we continue to deliver outstanding services whilst pursuing new and exciting opportunities for growth.

Job context

- The Business Services team (HR, Governance, Business Management, IT, Recruitment and Financial Services to Schools) reach 99% of all Hertfordshire schools on a traded basis, with a turnover in excess of £12m. The combined services employ over 145 permanent staff. Increasingly, these services are also sold outside of Hertfordshire.
- The Director of Business Services will line manage 2 Heads of Business Services who collectively lead HR Services, Recruitment and School Business Management, Governance and Data Management. The Director of Business Services will also, initially, directly manage the 2 Heads of ICT Services and the Head of Finance Services. It is envisaged that some of these Heads of Service

will, in time and with support from the Director, be able to lead any team within the function.

- This post reports to the Managing Director and the post holder will play a full part as a member of the strategic Executive Leadership Team of HfL.

Purpose of the job

To provide strategic leadership for HfL's business services to schools.

To evolve our service offer to meet emerging customer needs and to embed, strengthen and celebrate a customer-centric culture that ensures a consistency of experience across all our services.

To grow the breadth and reach of Business Services we offer to schools that support our goal of helping schools and educational settings deliver a great education for all children.

Main areas of responsibility

- Provide strategic leadership for business services in HfL.
- Drive a customer-centric and collaborative culture across all teams, ensuring a high quality and consistently excellent service for all our customers
- Coach and develop leaders across the Business Services area to achieve their potential.
- Work closely with the Director of Business and Organisation Development and the Director of Marketing and Events to identify and maximise opportunities for growth and the development of new services
- Contribute to the development of company-wide strategies and plans, acting as a role model for staff and leading change through collaboration with the whole Executive team.
- Translate the company's business strategy into operational plans that deliver the company's growth and financial targets.
- Keep abreast of national and local policy changes within education, ensuring that the Business Services continue to provide timely, innovative and considered support and guidance to schools and settings
- Review and develop services from the Business Services team to ensure that schools have access to financially sustainable services that have a positive impact upon school achievement and progress

- Work collaboratively with the Education Services Directors to appropriately support the school improvement agenda and align HfL's service offerings across business services and education services
- Contribute to the overall development, growth and shape of the company

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. This may include incorporating new services developed in response to customer demand.

Equal Opportunities

HfL is committed to the aim of ensuring that everyone who applies to work for us receives fair treatment and we positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, sex, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership and caring status. We expect all our staff to demonstrate a commitment to advancing equality of opportunity and fostering good relations.

Disclosure and Barring Service

This post is 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.

Person specification

Knowledge, experience and motivations

- First and foremost, belief in the power of education to help young people realise their potential and the ability to inspire those they work with to strive towards this purpose.
- Be trusted by customers and colleagues and offer credibility and presence.
- Possess the personality traits that will seek out collaborative opportunities.
- Passionate, resilient and responds positively to challenge.
- Recognise that company objectives outweigh individual or team objectives.
- Thorough understanding of the education sector and the provision of business support services within that sector and how those services contribute to the wider school improvement agenda.
- Experience of managing a broad range of education support services will be an advantage.
- Demonstrable success in delivering income growth, through the progress of existing products and services, through innovation and through the incubation of new service areas.
- Evidence of effective management of significant budgets.
- Significant and transformative people leadership experience
- It is desirable that you have spent time:
 - Developing and enhancing products and services to meet the changing needs of users.
 - Continually improving processes and systems to support business development and increase customer satisfaction
 - Managing significant change programmes designed to deliver the required outcomes within the required timescale and budget

Skills and abilities

- Track record of developing excellent client relationships through a thorough understanding of customer needs.
- Sensitivity and ability to forge strong working relationships with a range of stakeholders.
- Excellent ability to listen to, diagnose and respond to client needs.
- Ability to view educational issues from a commercial perspective by understanding our customers wants, needs and ways of working.
- Ability to drive innovation in the delivery of services to improve standards and cost effectiveness.
- Excellent people leadership skills.
- Trust others and display true collaborative behaviours.
- Excellent oral and written communication skills, including a track record of inspiring large audiences and challenging stakeholders.
- Committed to equal opportunities and anti-discriminatory practice

Application process

For more information please visit <https://andersonquigley.com/hertsforlearning>

For a confidential discussion, please contact our advising consultants at Anderson Quigley: Elliott Rae on +44 (0)7584 078 534 or Kassie McKnight on +44 (0)7808 648 559.

The closing date for applications is noon on 18th February 2019.