



HEAD OF ESTATES AND OPERATIONS

CANDIDATE PACK

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CEO WELCOME LETTER



Dear Prospective Applicant,

Welcome to Synergy Multi-Academy Trust and we are delighted that you have shown an interest in our Trust and what we endeavour to achieve. As a Multi-Academy Trust of fifteen schools we believe that we are 'Stronger Together' which underpins our vision of 'Shaping Futures through Knowledge, Aspiration and Courage'. Our core values are at the heart of everything we do and we believe in the importance of Inclusion, Collaboration and Ambition.

As an Educational MAT we serve a large community of learners in excess of 4,600 pupils and 730 staff, with an annual income of £35 million. I took up post in September 2023 and we have worked hard over the past year and a half reviewing our central structures and developing our central leadership team. The role of Head of Estates and Operations at Synergy MAT is an important one. We're looking for a colleague who understands the educational landscape and the needs of our schools, as well as being able to ensure that our various school sites and buildings are managed to the highest standard. You will also have responsibility of managing our incredibly hardworking and supportive Deputy Estates Manager who works 4 days a week.

This role is not for the faint hearted as you will take the lead responsibility for producing, managing and delivering the Estates Team elements of the Trust Strategic Plan, overseeing the annual maintenance programme and you will be expected to manage all building development projects on time and within budget.

Benefits include hybrid and/or flexible working, 28 days annual leave rising to 30 days after five years' service (plus Bank Holidays), free onsite parking and ability to join the local government pension scheme.

We appreciate the time it takes to apply for such a pivotal role. I am happy to have informal confidential conversations with any colleagues who are interested in working with us.

Best wishes,



Lou Lee.



ABOUT SYNERGY MULTI ACADEMY TRUST

Synergy Multi Academy Trust is a family of 15 schools spread throughout rural mid and north Norfolk, serving children from ages 2 to 18.

The Trust currently comprises 11 primary schools, three high schools (two of which have sixth forms attached) and one all through school.

Our Schools

-  *Antingham and Southrepps Primary School & Nursery*
-  *Astley Primary School*
-  *Bawdeswell Primary School*
-  *Corpusty Primary School*
-  *Cromer Junior School*
-  *Fakenham Infant & Nursery School*
-  *Fakenham Junior School*
-  *Foulsham Primary School*
-  *Gresham Village Primary School & Nursery*
-  *Litcham School*
-  *Mattishall Primary School*
-  *Reepham Primary & Nursery School*
-  *Reepham High School & College*
-  *Sheringham High School & Sixth Form*
-  *Stalham High School*

Schools are supported through regular meetings between school leaders and subject leader networks, and opportunities to share best practice. There is a programme of Trust wide CPD events and investment in training for all staff, not just teachers. There is an emphasis on staff wellbeing, with elements of the 'core offer' including access to the Norfolk Support Line, flu jabs for staff not eligible through the NHS, membership of the Cycle to Work Scheme and Wellbeing as a standing agenda item for Local Governing Bodies.

Our primary schools are developing a shared curriculum using White Rose Maths and Read Write Inc. and secondary schools have wide ranging curriculums, aimed at allowing every student to achieve their full potential.



OUR VISION

Transforming children's lives through education

Synergy is a Multi Academy Trust that aims to transform children's lives through education.

We want to be a strong Trust:

- Putting the quality of education at the core of our work, with a high quality curriculum in each school, underpinned by a clear pedagogical approach.
- Developing staff and paying close attention to wellbeing, with high quality evidence based professional development as a core element of the Trust.
- Enabling schools to focus on the quality of education by providing efficient and effective central services.
- Providing strong governance at all levels of the organisation.
- Fulfilling our wider purposes of public benefit and civic duty.

We want every pupil attending a Synergy school to benefit from:

- Excellent teaching.
- An excellent curriculum.
- Excellent opportunities to develop and thrive as an individual, so that they can progress well beyond school.

We want the Trust to be underpinned by a culture which is aspirational, outward-looking and caring.

We want our schools to genuinely collaborate together to ensure that all pupils, regardless of their background, receive an excellent education and leave with the qualifications, skills and qualities that they need to succeed in life.

We believe that all of our schools have strengths and areas to develop, and that all can improve through sharing expertise and wisdom. The Trust understands that there will be excellent practice in each school and that every school will be able to contribute to the development of the Trust as a whole.

The Trust is proactive and always looking to evolve, so that it can be as strong as possible.



OUR AIMS

The Trust aims to:

- Provide a network of excellent schools.
- Achieve strong results.
- Close attainment gaps for disadvantaged pupils.
- Provide high quality inclusive education.
- Turn around challenging schools.
- Provide a shared approach whilst maintaining the distinct ethos, character and autonomy of each school.
- Attract and retain staff who enjoy working in our schools, are fulfilled and developed.
- Value each member of our professional community and value their health and wellbeing. This is enshrined in our staff charter.
- Train outstanding teachers, prioritising their development throughout all stages of their career.
- Be actively involved in local and national educational research.
- Provide training for aspiring teachers of the highest quality through School Direct and PGCE.
- Provide an alumni community to support current and former pupils into rewarding careers through events, apprenticeships, internships, networking and mentoring opportunities.

Our schools aim to give every pupil, regardless of their background, the confidence, resilience and opportunity to ultimately go on to pursue the career of their choice, pursue life-long learning, and attend the university of their choice if that is their preferred pathway.

Our schools will:

- Provide excellent teaching.
- Provide a broad, balanced, equitable, evidence-based curriculum that is knowledge rich and builds sequentially and cumulatively from year to year. The curriculum will have depth as well as breadth.
- Provide a curriculum that ensures aspiration for pupils and a global perspective.
- Provide significant opportunities to learn beyond the classroom.
- Have high expectations.
- Know every child.
- Provide high quality inclusive education for all pupils, including those with a special educational need.
- Ensure exemplary behaviour.
- Believe that they should always be learning.

We are supported through a range of strong partnerships to help us deliver this including the Norwich Research School, which aims to develop the use of effective research to further improve teaching and learning.



JOB DESCRIPTION

JOB TITLE:	Head of Estates and Operations
LOCATION:	Based at Synergy House, Reepham but extensive travel to all Trust schools
RESPONSIBLE TO:	Chief Executive Officer
SALARY:	Scale M, £55,006 to £60,675
STATUS:	Permanent
HOURS / WEEKS:	37 hours per week / 52 weeks per annum. Flexibility is required to attend essential meetings. This may be before and after normal agreed hours.
ANNUAL LEAVE:	28 days annual leave rising to 30 days after five years' and 31 after 10 years' service (plus Bank Holidays)

STAFF BENEFITS:

Synergy Multi-Academy Trust recognises its employees as the most important asset and critical to its success. To demonstrate this all staff are offered the following benefits:

- A supportive ethos and concern for the well-being of all colleagues.
- Excellent CPD opportunities and career progression.
- Employer Contributions to the Local Government Pension Scheme.
- Cycle to work scheme.
- Employee Assistance Programme.
- Employee of the Month Programme.



JOB DESCRIPTION

PURPOSE OF THE ROLE:

We are seeking to appoint an exceptional Head of Estates and Operations, who will ensure that our various school sites and buildings are managed to the highest standard. This role is not for the faint hearted as you will take the lead responsibility for producing, managing and delivering the Estates Team elements of the Trust Strategic Plan, overseeing the annual maintenance programme and you will be expected to manage all building development projects on time and within budget.

It is key that you have an excellent understanding of managing day to day premises maintenance programmes and the health and safety issues of a large and complex mix of sites. In addition, you must support the daily conflicting demands upon the various individual school teams ensuring that they meet deadlines and deliver a quality service to the highest standards.

You will be responsible for large revenue and capital budgets, reporting on both spend and project progress to the CFO and the Trust Board. You will need to

have experience in managing and developing teams, an eye for detail and the ability to manage conflicting priorities. Experience in grant funding would be very advantageous.

Additionally, you will be the lead for Health and Safety across the Trust.



JOB DESCRIPTION

KEY RESPONSIBILITIES

- Take a lead role in ensuring that all school sites and buildings are maintained and operate to the highest possible standard of provision and that any unavoidable detrimental impact upon the learning experience is mitigated
- Take a lead role in co-ordination, reporting and advising on all aspects of health and safety and compliance with all statutory requirements, ensuring a safe environment at all times.
- Take the lead on the procurements, appointment and management of all building and engineering consultants as required to support the development and delivery of planned and cyclical maintenance works programmes, as well as the design, procurement and delivery of building projects.
- Monitor and report on the performance of all contractors and ensure high standards are achieved which are in line with terms of engagement.
- Monitor and report on the performance of all contractors and ensure high standards of performance and workmanship are delivered in line with good industry practice and agreed specifications.
- With support from individual headteachers and premises teams, take a lead role in producing and managing the 3-year Strategic Plan.

General

- Have significant input into the Trust's 3-year Strategic Plan by pro-actively monitoring the current condition of the facilities.

- Organise the sites in preparation for large works.
- Recommend and support development to accommodation due to changing service provision based on future needs, legislation and the introduction of new technologies.
- Responsibility for supporting and overseeing the day to day site operational support functions of each Trust School, ensuring facilities are fully operational, fit for purpose and compliant with health and safety legislation.
- Develop and manage all Trust wide building projects to minimize disruption to the operation of the Schools within agreed specification, cost and timeframe.
- Lead on the Trust's School's Condition Allocation (SCA), prioritising spend in line with the 3-year Strategic Plan. Work with individual school heads and the CEO and CFO to ensure tendering and procurement rules are followed.
- Manage outsourced facilities contracts, to include negotiation of delegated contracts for ongoing and new or changed service provision.
- Support the Headteachers and Heads of School at school level in their roles with the cleaning and caretaking teams, overseeing the supervision, recruitment, training, appraisals, successful planning and team meetings at individual school level.
- Contribute and report in writing to the regular estates working group meetings. Also attend and report to the Trust Headteacher meetings, Board meetings and any other meetings as requested, and prepare necessary documentation for such meetings.
- Lead and oversee Trust wide staff training annually for new and existing staff on areas such as health and safety, and fire safety.

JOB DESCRIPTION

General *continued*

- Act as a technical expert on facilities matters and coaching / mentoring staff to carry out delegated day to day functions.
- Write, develop, review and update all the relevant premises policies and risk assessments, alongside the CFO and Director of People, in line with Trust policies and procedures.
- Communicate with staff and neighbours of the Schools where appropriate.

Health and Safety

- Management responsibility for all premises related health and safety across the Schools, to include reviews and reports to the Local Governing Bodies as well as the full Board. Also ensuring that periodic safety surveys are undertaken in compliance with current legislation.
- Manage all day to day health and safety matters for the Trust, supporting the various premises and cleaning teams including training for staff as appropriate, working with the health and safety consultants as necessary to maintain full health and safety compliance at all times.
- Support Trust schools in ensuring all contractors observe correct health and safety practices on site and to ensure method statements, insurance and safeguarding criteria are met before contractors are allowed on site, including the collation of UK cleared DBS information in collaboration with the HR department.
- Take overall responsibility for the control of legionella, managing hazardous substances and the disposal of chemicals e.g. asbestos, testing of the fire alarms, fire doors, emergency lighting and security on site to include CCTV and alarm systems – making sure all Trust schools are carrying out all relevant activities.

- Ensure fire alarms systems, testing, maintenance and fire marshall training are effectively undertaken.
- Ensure working from heights regulations are followed and risk assessments and staff training are regularly reviewed to ensure safety for staff and pupils at all times.
- Responsibility for risk assessments related to premises and their use, monitoring their effectiveness. Ensure all actions outlined in the risk assessments are undertaken in a timely manner.
- Provision of regular reports to the Trust Board, advising on action tracker reports following on from inspections.
- Ensure the annual fire risk assessment is carried out to include PEEPS for staff/students with disabilities.
- Develop a sound facilities safety management system.
- Maintain all necessary health and safety records.
- Responsibility for maintaining the asbestos register and ensuring compliance on all Trust sites.

Whole School Sites

- Responsibility for overseeing the efficient electronic operation, maintenance and repair of electrical and mechanical systems of schools eg. energy, lighting, air conditioning units, boiler management system, lifts, surveillance systems and access control systems.
- Ensure that security and fire safety systems and equipment are in sound working order at all times and records of regular testing are kept.



JOB DESCRIPTION

Whole School Sites *continued*

- Ensure all pro-active and re-active maintenance work is carried out and that service records are maintained, with minimal disruption to teaching and learning.
- Organise and manage a programme of routine maintenance, redecoration and servicing of plant etc.
- Seek and evaluate tenders where appropriate.
- Responsibility for the outstanding defect reporting within schools.
- Ensure the Schools are locked/unlocked adequately for all school activities and agreed lettings.
- Prepare plans for preventative and planned maintenance of all school buildings and grounds.
- Review all annual property contracts on a rolling programme to ensure value for money and compliance.
- Manage and review utilities service contracts in liaison with the Finance Team.
- Ensure that all contracts meet the safeguarding requirements of the Trust's Schools.
- Ensure that weekly inspections and checks of buildings and essential systems are carried out.
- Facilitate office and accommodation moves.
- Process insurance claims, consulting with the CFO
- Work with the CFO to oversee supplier management of any Trust cleaning contracts in accordance with the Academy Trust Handbook.
- Review, update and oversee the annual maintenance plans for the school based premises teams.
- Effectively support the running of the premises job allocations, passing all requests and issues to the appropriate member of staff or an external contractor.
- Ensure that weekly inspections and checks of buildings and essential systems are carried out by Trust school teams.

Incident Management, Disaster Recovery and School Closure

- Support, liaise and manage incidents in conjunction with relevant staff, minimizing disruption to school operations whilst safeguarding welfare.
- Ensure the regular review and support of the updating of emergency evacuation plans and individual room evacuation notices.
- Prepare and update the emergency Trust wide management plan and support member school plans.
- Manage and organize practice emergency scenarios with headteachers.
- Accident reporting – ensure all HSE guidelines are followed, including RIDDOR reporting and timeframes.

Security

- Ensure the Trust Schools have appropriate levels of security.
- Responsibility for updating the Trust wide security policy.
- Responsible for correct management of surveillance systems in line with legislative requirements.

Financial

- Assist the CFO and Headteachers / Heads of School with the preparation of budget forecasts for areas of delegated responsibility.
- Manage the Trust Premises Budget spend to meet agreed financial targets.
- With assistance from Headteachers / Heads of School, prepare business cases where necessary.
- Undertake contract negotiations on behalf of the Schools as delegated by the CEO and CFO.



JOB DESCRIPTION

Financial *continued*

- Be responsible with the CFO for overseeing delegated estates budgets; ensuring that raising orders, obtaining competitive quotes, monitoring the budgets and reporting on the performance of budgets is happening on a monthly basis.

Environment Control

- Support the preparation and maintenance of Trust school sustainability plans, ensuring the management of waste disposal and recycling processes, energy efficiency and other sustainability initiatives that promote the reduction in costs and carbon footprint.
- With the CFO and the Schools, negotiate and liaise with external agencies regarding removal of waste materials.

Transport

- Oversee the work of the Deputy Estates Manager to ensure that any school's mini buses are roadworthy, up to date with MOT, tax and service history requirements and that safety checks of the school vehicles are undertaken weekly by the relevant Trust school premises teams.
- Liaise with Finance staff to ensure all vehicles are accurately recorded on the Trust's insurance policy.

Miscellaneous

- Any other duties commensurate with the grading of the post.
- Management duties and responsibilities will be reviewed at least once a year, together with the job description and may be subject to modification after consultation with the post holder.

Working Conditions

- Majority of the time is based indoors in a normal office environment.
- When checking buildings, meeting contractors &c. work may be based outdoors so there will be some exposure to the weather.

Physical Demands

Little physical effort is required on a day to day basis. May involve walking, standing and exerting minimal force/lifting light weight for brief periods of time and occasionally working at heights.

Managerial Responsibilities

Line Manager to the Deputy Estates Manager.

PERSON SPECIFICATION

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Essential: Requirements without which the job could not be done.

Desirable: Requirements that would enable the candidate to perform the job well.

Evidence: **A** = Application Form, **I** = Interview, **R** = Reference.

QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT	ESSENTIAL	DESIRABLE	EVIDENCE
Degree/equivalent qualification or at least 3 years experience in Estate Management	•		A
NEBOSH		•	A
Project Management qualification (PRINCE2, Six Sigma)		•	A
PROFESSIONAL KNOWLEDGE AND EXPERIENCE			
Proven track record of successful management experience within an estates/facilities environment	•		A/I/R
Excellent knowledge of Health and Safety regulations as they relate to premises and buildings including; Legionella Management, Asbestos Management, Electrical Condition Reports, Fire Risk Management and COSHH.	•		A/I/R
Practical knowledge and experience of compliance with H&S at Work Act 1974 and the Management of H&S at Work Regulations 1999	•		A/I
Demonstrable experience managing Health and Safety audits and risk management	•		A/I
Significant experience of tendering, contract management and successful negotiation of long-term savings	•		A/I
Effective management of staff across multiple sites and locations	•		A/I
Significant experience in using and managing CAFM systems	•		A/I/R
Experience of writing and implementing Estates and Facilities strategies, policies and procedures	•		A/I/R
Significant experience of developing and managing a rolling programme of minor/major capital works	•		A/I
Proven management of Soft and Hard Facilities Services	•		A/I

PERSON SPECIFICATION - *CONTINUED*

PERSONAL SKILLS AND ATTRIBUTES	ESSENTIAL	DESIRABLE	EVIDENCE
Exceptional interpersonal skills and relationship building abilities in order to collaborate with a wide variety of stakeholders at all levels in a courteous and professional manner	•		A/I/R
Reliable, respectful, responsible and conscientious approach	•		A/I/R
Exceptional time management skills with the ability to deliver to set deadlines	•		A/I/R
Ability to apply judgment and decision-making to find innovative solutions which meet customer needs, within policy or procedural requirements	•		A/I/R
Excellent problem-solving skills with an ability to work with a high level of autonomy to resolve issues.	•		A/I/R
Ability to work independently and as part of a team	•		A/I/R
Highly proficient in MS Office Packages; particularly for report writing and data analysis	•		A/I
OTHER			
Flexible approach to work and willingness for regular travel between locations	•		A/I
Able to maintain confidentiality at all times about Trust issues, within school and in the wider community	•		A/I/R
A willingness to promote the ethos of the Trust	•		A/I/R
Commitment to the Trust's Equal Opportunities Policy and Acceptance	•		A/I



HOW TO APPLY

If you would like to discover more about this exciting opportunity, need any further information or you wish to have an informal discussion, please contact our retained consultant at Academicis: Rebecca Beach: rbeach@academicis.co.uk or 01223 907979 / 07733 628155

Please apply for this role by visiting the link below:

www.mynewterm.co.uk

Closing date: 4th February 2025

Shortlisting date: 5th February 2025

Interviews: 10th February 2025