



LEIGH
Academies Trust

Job Pack

Service Delivery Manager
Leigh Academies Trust

Introduction

Thank you for your interest in joining Leigh Academies Trust. This job pack is designed to give you a deeper understanding of who we are, what we stand for, and what you can expect as a valued member of our team.

Inside, you'll find key details about our Trust, the academy where the role is based, and the position itself. We've also included insights into our culture, values, and the many benefits of working with us. Whether you're an experienced educator or just beginning your journey in education, we hope this pack helps you see how your goals align with ours.

We're excited to learn more about you and we hope this pack helps you decide if this is the right opportunity for your next career step.

For further information and support on our hiring processes, please view our [Careers Page](#).

For any questions? Contact us on:
joinus@latrust.org.uk | 01634 412 263



Welcome from our CEO



Leigh Academies Trust (LAT) is one of the largest and most successful school groups in England. Starting in 2008 in Dartford, the Trust is now responsible for 33 academies of all types, educating over 24,000 pupils, employing almost 4,000 talented staff and with access to an annual income of over £250m. Our Ofsted track record is impressive. Currently, 56% of our academies are considered to be “Outstanding” whilst inspected as part of the Trust.

LAT has remained local with all of its academies located in the South East (Kent, Medway, Bexley and Greenwich), within a one hour drive across the South Thames Corridor. This helps us to share resources and expertise much more easily and offer abundant training and progression opportunities to staff. We invest heavily in our workforce and enjoy strong retention across all job roles. The Trust has embedded various advantages which mean that LAT is an excellent place to develop a career in education. This includes being a highly inclusive employer which celebrates the diversity of its workforce.

Our scale and experience means we have been able to develop several well-chosen approaches to running schools which we know work well. These include:

- A small school approach to education where larger academies are organised into colleges. This ensures high quality pastoral care for pupils.
- A world class digital strategy where all staff and pupils have their own device making teaching, learning and operations efficient and highly impactful.
- Disruption free learning and a “warm strict” approach to behaviour management so that teachers can teach and pupils can learn.
- An all-through International Baccalaureate curriculum equivalent in quality to some of the best fee-paying schools and grammar schools in the UK and further afield.

In addition, The Leigh Institute - which is part of LAT - is responsible for Kent and Medway Training, one of the region’s biggest initial teacher training organisations, a large teaching school hub called Thames Gateway and an accredited apprenticeship provider. This powerful organisation trains, develops and supports 1,000s of teachers, support staff and leadership teams across the region each year. Our future plans are found in our [Vision 2030](#), available on our website.

Simon Beamish, BA (Hons) MSc PGCE NPQH NLE
CHIEF EXECUTIVE



Our Benefits

At Leigh Academies Trust, we believe that our people are our greatest asset. That's why we offer a comprehensive and competitive benefits package designed to support your wellbeing, reward your contribution, and help you thrive both professionally and personally.

From continuous professional development and career progression opportunities to flexible working arrangements, health and wellbeing support, and exclusive staff discounts - you'll find that working with us is about more than just a job.

Explore our full range of benefits here: latcareers.org.uk/benefits

Our Mission: *Education for a better world*

At Leigh Academies Trust, our vision is to transform lives through education. We strive to ensure that every young person - regardless of background - has access to an outstanding education and the opportunity to thrive in an ever-changing world.

We are guided by four core values that shape everything we do:

- **We care** – about our pupils and their families through our human scale approach to education, our staff and their well-being and the world around us, driven by our high ideals and strong moral values.
- **We have boundless ambition** – to achieve excellence for all and create confident young adults with high levels of resilience and integrity.
- **We work together** – as one team because we are greater than the sum of our parts. We foster an enterprising culture through global collaboration with partners in business and education.
- **We keep getting better** – using our 'can-do' attitude and research informed approach to continuous improvement and innovation.

This shared vision unites our academies and teams, creating a strong, collaborative environment where staff and students can flourish.



Job Description

Job Title: Service Delivery Manager

Reports to: Head of Service Delivery

Location: Leigh Academies Trust

Leigh Academies Trust is a highly successful multi-academy trust. Our model of education enables students to reach their full potential, transforming their lives and ultimately the communities in which they live.

Main purpose of role:

To manage, within an allocated geographical area, key areas of responsibility on behalf of the Infrastructure Services team - covering both facilities and IT deliverables - whilst providing academies an efficient, customer-focused service relating to infrastructure services. This will enable each academy to efficiently and effectively maximise facilities and resources, to achieve the best possible educational outcomes.

Key responsibilities

Communication

Managing the reputation of the Infrastructure Services team and wider central trust team, and related communications, including but not limited to:

- Holding regular customer-focused meetings with Principals, having fully prepared and gathered the required information to inform the meeting
- Acting as the escalation point for issues and queries where the facilities and IT teams are unable to resolve them, in particular dealing with Academy Principals and Senior Leadership Teams where appropriate
- Ensuring seamless communication and relationships are maintained with central Trust departments

Line Management

Line management of academy-based Facilities teams, encouraging a collaborative approach to service delivery across the Trust, including but not limited to:

- Holding Facilities Managers and Cluster IT Managers to account for service excellence through the use of data, performance management and feedback from academies
- Holding Facilities Managers and Cluster IT Managers accountable for following Trust policy and process
- Ensuring academy based teams are completing assigned helpdesk tickets in a timely manner and inline with SLA's, proactively addressing areas of concern, prioritising P1 occurrences
- Regular 1-2-1s with direct reports
- Team meetings



- Dealing with recruitment and HR matters relating to team, obtaining support when required from People Services, escalating to line manager where necessary
- Ensuring a standardised approach to service delivery across the Trust
- Identifying, managing and closing skills and training gaps in site-based teams
- Encouraging a collaborative approach across the Infrastructure Services team and wider Trust community

Service Management

To ensure that delivery of IT and facilities-related tasks and targets is consistent across academies and the Trust, including but not limited to:

- Champion the Trust's approach to positive Health and Safety culture and cyber security
- Close working with the central trust teams, enabling Cluster IT Managers and Facilities Managers to provide a high-quality service to end users
- Acting as the key communication conduit between academies and the department during service interruptions or emergency situations
- Statutory and non-statutory maintenance (PPM) and scheduled tasks
- Ensure the effective use of the Halo system by staff
- Management of local performance of outsourced contract services, escalating unresolvable issues for performance challenges to the Infrastructure Contracts Manager
- Management of PFI contract operations within geographical area
- Supporting central project teams to deliver projects
- Receive data and information from various sources to inform decision making
- Management and oversight of out of hours provision, lockdowns, evacuations and closures;
- Availability and willingness to attend in the event of unplanned emergency events, out of hours, likely to impact academies' ability to operate effectively

Financial Management

Managing the financial performance of allocated Partnership budgets, including but not limited to:

- Supporting the Deputy Director (Service Delivery) and Head of Service Delivery in the annual budget setting process;
- Tracking spend vs budget for allocated academy partnership budgets;
- Budget authorisation for allocated academy partnership budgets, under the delegated authority of the Chief Infrastructure Officer.

Safeguarding of students and Duty of Care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.



Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Academies Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.

The postholder will be expected to comply with any reasonable request from the Deputy Director (Service Delivery) or their nominee to undertake work of a similar level that is not specified in this job description. A final set of responsibilities will be agreed with the successful candidate based upon experience, expertise and interests. Reasonable travel will be required in the post holder's own vehicle.



As a Trust we seek to recruit talented individuals who can not only help to build the success of our academies but also people who are engaging and passionate about everything they do.

For the role of Service Delivery Manager, we would expect candidates to demonstrate:

Qualifications and Training

Essential

- 5 GCSEs including mathematics and English

Desirable

- CSBM
- IOSH Managing Safely or NEBOSH General Certificate
- ITIL 4 Foundation

Experience

Essential

- Experience of managing within an IT and/or facilities environment

Desirable

- Experience of working within the education sector
- Experience of managing across multiple locations

Knowledge and Skills

Essential

- Understanding of the service delivery required to support the operation of multiple academies
- Good understanding of the Health and safety at work etc Act 1974 and to obligations it puts on employers and employees
- Excellent leadership skills
- Excellent written and verbal communication skills
- Good negotiation skills
- Good general management skills with experience of successfully managing a number of complex priorities
- Good general IT skills, and able to demonstrate effective its effective use within the role

Desirable

- Excellent IT and presentation skills

Personal Qualities

Essential

- Excellent interpersonal skills and ability to work with and influence staff and stakeholders at all levels
- Ability to work under pressure, with accuracy, unsupervised and on own initiative
- Ability to prioritise and manage competing demands



- Willingness to travel across the Trust's academies

The post holder will also be expected to undertake any other tasks as reasonably required by the Principal or Governors to ensure the efficient and effective operation of the academy.



Apply

We're delighted that you're considering joining Leigh Academies Trust. To apply for this opportunity, please submit your online application via the job advert on our [current vacancies page](#).

We recommend taking the time to review the job description and person specification in order to also tailor your application to show how your skills and experience align with the role.

You'll need to have the following ready when applying:

- Personal details/contact information
- An up-to-date CV and/or personal statement
- Employment and education history
- Contact details for a minimum of 2 references

Join our Talent Network

If this is not quite the right opportunity for you, but you would like to stay in touch, you can join one of our Talent Networks today by [clicking here](#).

A member of the Recruitment Team will be in touch to help find the right role for you!

