



Services
For Education

Head of School
Support Service



Welcome

Thank you for your interest in joining Services For Education (SFE) as our Head of School Support Service. Choosing to join a new organisation is a big decision, and we want you to understand what sets us apart. In the pages that follow, we have sought to bring both the role and SFE to life. Should you choose to apply and are shortlisted, this process is as much about you getting to know us as the other way around. We look forward to meeting you.

We are an award-winning provider of specialist services to schools in the Birmingham area, West Midlands and beyond. Our portfolio is broad: safeguarding, raising standards in learning and assessment, Early Career teacher support, school leadership team development and health education. Separate to our School Support offer sits our highly successful peripatetic Music Service.

This is an exciting time to consider joining us. As for many other organisations, it has been an unprecedented 18 months as our organisation transformed itself, almost overnight, to deliver in the virtual environment. Whilst there have been numerous challenges along the way, we have been able to deliver all aspects of our services – albeit a little differently than before. The pandemic has taught us to be more responsive and agile as an organisation, as we have adapted, with colleagues rising to the challenge posed by challenging times. We were proud to win a national Music and Drama Education Award (Outstanding Music Education Resource) and the Greater Birmingham Chambers of Commerce, Excellence in Education and Training Award, for our response during the pandemic. Most recently we have been announced as a shortlisted finalist in the Birmingham Awards for our contribution to education. As we emerge from the darkest days of the pandemic, our focus is now on stabilising and from there we can plan for future growth.

Originally part of Birmingham City Council, we were established as a charity in our own right in September 2013 and we have developed a strong reputation for excellence and high quality provision. We know that our services make a huge difference to people's lives and we know there is much more we can do to extend our reach and impact.

I joined Services For Education as Chief Executive in Oct 2019, and a few months later the world as we knew it changed. We are now looking for a new member of our Senior Leadership Team, to build on the legacy of the current post-holder. You will be an inclusive leader, embracing our values and our passion for raising educational standards and improving the lives of children in Birmingham and across the UK. You will be an enthusiastic and entrepreneurial leader, understanding the importance of consolidation and stabilisation post pandemic, alongside horizon scanning for new and emerging trends and challenges in the education landscape. You will relish the challenge in seeking new opportunities and developing new products in response.

You will be an experienced leader, with a strong educational background and a proven track record of relationship building and contract delivery with a range of stakeholders in a complex landscape. You understand the importance of a commercial approach, carefully balanced with meeting and exceeding the expectations of the customer. You will be responsible for driving the growth, continuous improvement and all operational aspects of the School Support division. You will be a strong team player, recognising that your talented colleagues, highly experienced in their fields are what sets us apart.

You will be based in Birmingham, but as we emerge from the pandemic we are adopting 'flexibility within a framework' dependent on the role within the organisation. As our Head of School Support Services, you can expect to have a proportion of your week in our offices, some out and about with our customers, and appropriate flexibility for an element of working from home.

If what you have read so far excited you, and you would like to be part of our team, then we would love to hear from you.

Sharon Bell
Chief Executive

Background

Services For Education is a key organisation within the educational landscape, primarily in Birmingham and across the West Midlands, but increasingly further afield.

Our School Support Service works alongside schools in the City and beyond, to improve practice and ensure teachers are best equipped to respond to developments in curriculum and policy. Our talented colleagues work closely with schools in a variety of different situations – from those with an urgent need to improve quality and standards – to those wanting to embrace best practice. As the leading provider for safeguarding education in Birmingham schools, we have regular contact with over 400 schools delivering training to whole staff groups, Designated Safeguarding Leads, and Governors. The service places an emphasis on the development of the whole pupil and works to support physical and emotional health of children and young people through the Health for Life programme, and work with Public Health.

As the lead partner in the Birmingham Music Education Hub, we are one of the largest Music Hubs in the UK, delivering in over 470 schools, to 37,780 young people each year. With 67 ensembles operating across Birmingham, there are numerous opportunities for pupils to take their learning to the next level and perform in prestigious venues such as the Birmingham Symphony Hall. At the heart of our approach, is a belief that learning an instrument or singing should be open to all. Thanks to funding from Arts Council England, participation in our ensembles is free for everyone.

Currently, our main customer base is comprised of schools and we are mindful that schools face multiple demands on limited budgets – as such we will always seek innovative funding structures for our delivery, in order to enable the greatest impact. We pride ourselves in being distinctive in our approach and holding a strong reputation for excellence in quality.

Jo delivered our Safeguarding training in September 2019 to all our staff and governors. I asked Jo to cover a wide variety of safeguarding areas and she did this with great clarity. As a school leader it is reassuring to know that all your staff are getting very good quality safeguarding training. All staff feel much more confident having had a full day to listen, reflect and discuss a wide range of safeguarding topics - Liam Fadden

Our Emerging Markets

Over the last 18 months we have started to explore our business development strategy looking at potential new products/services and markets in order to identify new areas for income generation and growth. As a result, we are now expanding our charitable work, have moved into the consumer market with the establishment of our Music Schools and we are scoping the opportunities for the corporate market.

Our vision and mission

SFE is a unique charity that uses the power of learning and of music to transform and enhance the lives of children, young people, adults, and our wider communities.

We bring learning and music to life.

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Our current work encompasses a broad range of settings, including:

School Support

- Bespoke consultancy, advice and professional development programmes (currently largely focused in the primary setting) – enabling school leaders, educators and governors to raise attainment levels, and develop and implement initiatives that improve health, wellbeing, standards and outcomes to ensure for all children and young people realise their full potential academically, physically and emotionally.
- To enable schools (local authority maintained and those part of a single or multi-academy trust) , wider educational settings, and those organisations working with children and young people to develop safeguarding policy and practice that ensures the needs of all are recognised and met efficiently and effectively.
- Support, guidance, and development activities to those in the earliest stages of their teaching career in order to enable them to become highly skilled, leading-edge practitioners.

Music Service

- Teaching pupils learning vocal and traditional instruments – to build technical and performance skills alongside confidence and creativity, and encourage pursuit of music-based careers
- Teaching non-traditional instruments and/or musical styles – to raise the profile of these approaches and encourage the expansion and diversification of musical experiences
- Specialist work with SEND/disadvantaged groups – to increase engagement and attainment
- Specialist work with Early Year settings – to promote a positive start to life and learning
- Our Music School – to support lifelong learning and encourage the love of music amongst young people and adults.
- Working with the elderly – to promote wellbeing and positive mental health in later life.

School Support and Music form two distinct divisions within SFE, although there is always the potential for working closely together. Many of our school customers are served by both teams, and the Ofsted agenda centring on offering a broad and balanced curriculum provides the ideal platform, on occasion, for a joint approach to schools.

As with many organisations, the Covid-19 pandemic fast-tracked our adoption of technology, and in doing so the geographical reach of our services increased, delivering courses virtually into all corners of the UK. There was even the opportunity to deliver into India and South Africa.

As we emerge from the challenges of Covid-19, having developed our resilience and strength as an organisation, there is an immediate priority to consolidate that learning, ensuring that we are delivering the best possible service to our existing customers and stake-holders. 2021/22 is a year of consolidation and review – but beyond that, there is the opportunity for growth and development as we seek to enhance existing relationships and new attract new business, developing our portfolio of services to respond to new and emerging trends.

We are in year two of delivering Strategy 2025 – *Creating Tomorrow Today*, which provides a roadmap for the next few years. You can read more about this on our [website](#).

Our Values

Our values are extremely important to us as these underpin our vision and mission:




VALUE FOR MONEY
Everything we do provides value for money whilst allowing Services For Education to expand its charitable ambitions and impact



SECURE EDUCATION PHILOSOPHY
Everything we do is based on secure educational philosophy, integrity of purpose and is evidence based



BENEFITING OUR CUSTOMERS
Everything we do is for the benefit of our customers, beneficiaries and stakeholders



PASSION
Everything we do is with passion and care

Our Impact and People

For over 50 years, Services For Education has been providing services which enhance the lives of the people in Birmingham and beyond. It is our focus on impact which drives our work and the graphic below shows some of our key facts and figures from this year:



Heavy, but very informative. I feel really confident in being DSL now and I know where to get support if I need it – thank you.



DEPUTY HEADTEACHER – THE OAKLANDS PRIMARY SCHOOL SAFEGUARDING COURSE

Job Description

Job Title	Head of School Support Service
Direct reports	Chief Executive
Key relationships	School Support Team

Context

Services For Education (SFE) is a unique charity that uses the power of learning and of music to transform and enhance the lives of children, young people, adults and our wider communities.

Our School Support Service works alongside schools in Birmingham and beyond, to improve practice and ensure teachers are best equipped to respond to developments in curriculum and policy. We are an integral part of the education landscape in Birmingham, contributing to the school improvement agenda across the city and raising educational standards, and improving the lives of children.

Our talented colleagues work closely with schools in a variety of different situations – from those with an urgent need to improve quality and standards – to those wanting to embrace best practice. As the leading provider for safeguarding education in Birmingham schools, we have regular contact with over 400 schools delivering training to whole staff groups, Designated Safeguarding Leads and Governors. The service places an emphasis on the development of the whole pupil and works to support physical and emotional health of children and young people through the Health for Life programme, and work with Public Health. Alongside our Music Service and Fundraising, our School Support Service is one of the three revenue generating divisions of SFE.

The Head of School Support Services Service is a member of the Senior Leadership Team of SFE, reporting to the Chief Executive and as such, is responsible for working closely alongside the other members of SLT to realise our **Strategy 2025 - Creating Tomorrow Today**. This individual will lead the School Support team, currently consisting of eight colleagues, all experts within their field.

As a registered charity and company limited by guarantee, SFE is governed by a Board of Trustees with whom the Senior Leadership Team work closely, including regular attendance at evening Board meetings.

Job purpose and key responsibilities

Summary

- To bring strategic leadership to the School Support team, ensuring that it is strongly positioned to respond to changes in education policy and priorities, delivering on income targets across several work streams.
- To lead on the development and implementation of new, innovative and evidence-based programmes of CPD and support for teachers, senior leaders and governors (currently focusing on foundation, key stages 1 and 2)
- To develop the product portfolio offered, in line with SFE's new product development (NPD) process, so that it anticipates and responds to the needs of school leaders and their teams, being recognised as a leading provider both regionally and nationally
- Identify and secure new funding streams through securing new external partnerships, responding to tendering opportunities, and developing innovative funding approaches to underpin growth
- To integrate within a complex landscape of school improvement and professional development providers locally and nationally, and work with relevant stakeholders to build and maintain the SFE brand.

Strategic Planning

- To inform and contribute to the strategic action planning and development of SFE as an organisation, and the role of the Schools Support Service within it.
- To collaborate on the development and execution of high-level strategic marketing planning, with a view to maximising geographical reach
- To lead on business planning and budget management for School Support, delivering to agreed targets and demonstrating year on year growth and service progression
- To provide high level leadership of strategic project groups for new product development and the increased digitisation of the School Support offer
- To carry out full line management responsibilities for the department, supporting each member to deliver the priorities within their role, and excel within their area of expertise.

Strategic Business Development

- To determine the School Support Service commercial response and direction to significant education policy and school structure changes
- To identify and explore opportunities for collaboration with the non-education sector, and develop training and products applicable to non-education audiences
- To lead on significant new product developments using SFE's New Product Development processes and provide support to advisory team through this process
- To work with SFE Fundraising team to identify and construct new trust and foundation bid applications, considering alternative, innovative funding streams as appropriate
- To identify and lead the development of digital learning opportunities that significantly extend the reach and breadth of the School Support offer, building upon the developments in this field accelerated via our response to the Covid-19 pandemic.

Partnerships

- To build on, and further develop the relationship with the Education and Skills Directorate at Birmingham City Council.
- To lead on the development of new and existing relationships with statutory, commercial and third sector organisations
- To represent SFE at key local, regional and national bodies to inform strategic planning and offer development
- To lead on identifying new business partnership opportunities and sourcing new funding opportunities
- To work with all key stakeholders in school improvement across the City to create a cohesive package of support and professional development.

Expected Outcomes and Impact

- Delivering against financial and impact targets
- Leadership of a sector leading School Support Service respected in its field across Birmingham and increasing its reach and impact in other areas of the UK
- Contributing to the cultural development and leadership of SFE through membership of the Senior Leadership Team and role modelling of SFE values and behaviours
- Contribution to SFE strategic priorities, and future thinking
- Working in collaboration on relevant projects with colleagues in different teams across SFE
- Dissemination of good practice/current thinking/research to wider SFE team.

Other Considerations

- Due to the nature of the post, the holder would be expected to work flexible hours in order to attend certain company/external events
- This post requires an enhanced DBS clearance as SFE works closely with children and schools. Other appropriate checks and safeguards may also be required.
- The role will require a highly flexible, innovative approach, with a commercial mindset
- A full driving licence is required together with access to legal use of a car and insurance appropriate to use the car for business purposes as well as travel to and from work.

Part One: Knowledge and Experience

- Knowledge and experience of the English schools landscape and school improvement initiatives
- Fully conversant with current thinking, educational research and best practice in teaching and learning
- A proven track record of:
 - developing leadership skills within a school environment;
 - identifying new funding and business opportunities;
 - delivering against income targets;
 - building relationships and joint working with a diverse range of stakeholders;
 - new product development;
 - capitalising on networking opportunities
 - engaging and developing relationships with high level, multi-agency strategic groups and committees;
 - budget management, product costings and reporting
 - bid writing including budget formulation, staffing and resourcing;
 - negotiating/managing delivery of large contracts
- UK Degree or equivalent
- Evidence of Continuing Professional Development
- Good understanding of current safeguarding practices (including Keeping Children Safe in Education, 2021).

Desirable

- Knowledge of local area – Birmingham/W Midlands, and the educational landscape within it
- Experience of preparing for/ supporting Ofsted school inspections
- Designing, developing and implementing digital training solutions
- Knowledge of legislation applicable to Not For Profit/Charity sector and operations
- Further post graduate study or qualification.

Part Two: Skills and Abilities

- Strong business acumen and commercial mindset
- Excellent written and spoken communication skills, with experience of engaging with and presenting to a broad range of stakeholders
- Able to demonstrate clear evidence of entrepreneurial skills, innovation and market development
- Ability to work flexibly and manage own workload
- Strong organisational skills
- Excellent interpersonal skills
- Ability to work effectively as part of a team
- Ability to be proactive and solution focused
- An effective listener and communicator
- Able to maintain and respect confidentiality
- Able to seek advice and guidance when necessary
- Devolve responsibilities, delegate task and monitor practice to see that they are being carried out within set standards and provide a role model for staff
- Ability to work under pressure and meet deadlines
- Excellent IT skills including proficiency in MS Word and MS Excel, and e-mail systems.
- Prioritise, plan and organise direct and co-ordinate the work of others, build, support and work with high performing teams

Desirable

- Consultancy skills (scoping, proposals, contracting).

Part Three: Personal Qualities

- An innovative and creative leader
- A strategic thinker able to contribute to and influence long term development and growth of the Service
- Confidence to work with key high level strategic groups and individuals
- A willingness to share and embrace the company's principles and values
- Willingness to challenge constructively the work of self and others to continually improve own and team performance
- An awareness, understanding and strong personal commitment to equal opportunities.

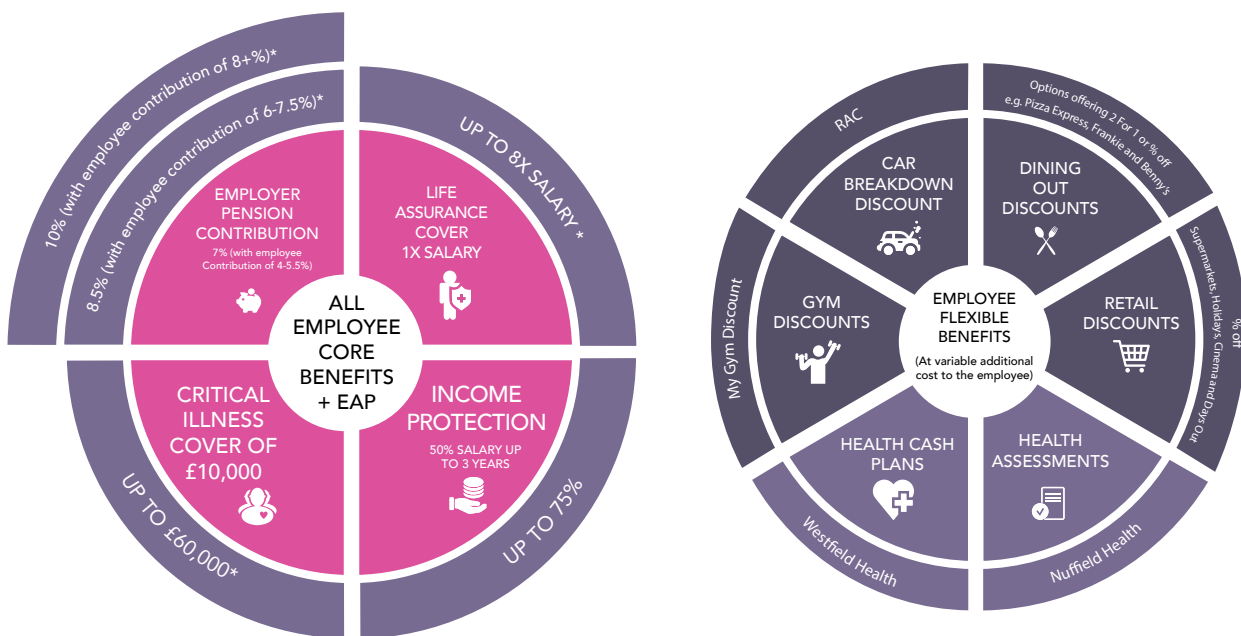


Terms of Appointment

Salary	£65,000 - £70,000
Work Pattern	Full time, in office three days a week
Location	The post holder will be based in the Birmingham Metropolitan Area.
Annual leave	30 days annual leave, increasing to 34 days after two years.
Benefits	Details below
Pension	Details below

Services For Education

New Pension and Benefits arrangements from November 2019



Key:

- Core benefits for employees of Services For Education
- Flexible benefits available to all employees at additional costs to the employee
*Can be selected from range shown on QChoice benefits portal to suit personal circumstances
- Benefits for employees available all year round

How to Apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact Juliet.Brown@starfishsearch.com or Rebecca.oconnor@starfishsearch.com by email.

To make an application, please go to <https://starfishsearch.com/jobs/services-education-head-school-support/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date:	Wednesday 17th November 2021
Preliminary interviews with Starfish:	Monday 29th and Tuesday 30th November 2021
Interviews with Services for Education:	w/c 6th December 2021

