



DIOCESE OF **Hexham & Newcastle**



Application Pack
Education Operations Manager
July 2025

A Warm Welcome from our Director of Education

Thank you for your interest in the role of Education Operations Manager within the Diocesan Department for Education in the Diocese of Hexham and Newcastle. We are delighted that you are considering joining us in our shared mission of serving the young people and school communities across our family of Catholic schools.



The Diocese of Hexham and Newcastle is home to a vibrant network of 156 schools, the majority of whom have joined one of four Catholic Education Trusts (CETs). Collectively they are united by a commitment to providing a Christ-centred education where every child is supported to grow in wisdom, knowledge, and faith. Behind the scenes of this vital mission is a team of professionals who ensure our schools are well-managed, flourishing and providing the best possible Catholic education to the children within their care. This is where your skills as Education Operations Manager will make a real impact.

The position presents a unique opportunity to make a meaningful contribution to the continued advancement and success of Catholic education throughout the Diocese. As Education Operations Manager, you will collaborate extensively with colleagues in the Education Department and the broader school community to ensure the provision of a high-quality service through oversight of operational functions across key areas.

Whilst this is a professional role, it is also a role of service. You will be joining a team committed to working collaboratively for the common good. Your work will help create the conditions in which our school leaders can focus upon teaching and learning, confident that the operational foundations of the department are strong, secure, and forward-thinking.

We are looking for a motivated and experienced individual who shares our commitment to excellence, integrity, and the mission of Catholic education. In return, we offer the opportunity to work in a supportive and purpose-driven environment, and to develop professionally within a team that values both skill and vocation.

We hope this recruitment pack provides the information you need to make an informed decision about applying. If you feel your experience and expertise match this role, then we warmly welcome your application.

With every good wish,



**Director of Education
Diocese of Hexham and Newcastle**

Introducing our Deputy Director of Education

I am delighted to add my own warm welcome and thanks to you for considering the position of Education Operations Manager within our Diocesan Department for Education.

As Deputy Director of Education, I have the privilege of working closely with colleagues from across our diocesan schools and Catholic Education Trusts. I can say with confidence that our strength lies not only in our mission, but in the quality and commitment of the people who work here.



If you are seeking a position in which your professional expertise and leadership can contribute to a greater purpose and where you will be encouraged, supported, and empowered to effect meaningful change, I strongly encourage you to apply.

Thank you again for your interest, and I look forward to the possibility of welcoming you to our team.

With kind regards and every blessing,



**Deputy Director of Education
Diocese of Hexham and Newcastle**

The Diocese of Hexham and Newcastle

The Diocese of Hexham and Newcastle is the sixth largest Diocese in England and Wales. With an area of 3,195 square miles, the boundaries are the border with Scotland in the north and the River Tees in the south.

In 2025 five Deanery Areas were established consisting of 129 separate Parish communities, grouped together into 18 Partnerships. The population of the region is 2,368,000, with an estimated Catholic population of 214,257. The Diocese is under the leadership of Bishop Stephen Wright who was installed as the fifteenth Bishop of Hexham and Newcastle on 19 July 2023.

Our Values

Our Values are very important to us, guiding our work and our actions, whilst our Culture Canvas provides us with a framework to which we are all committed enabling delivery on our Vision and our Values.

Integrity

Compassion

Respect

Trust

Service

Our Vision

We commit to

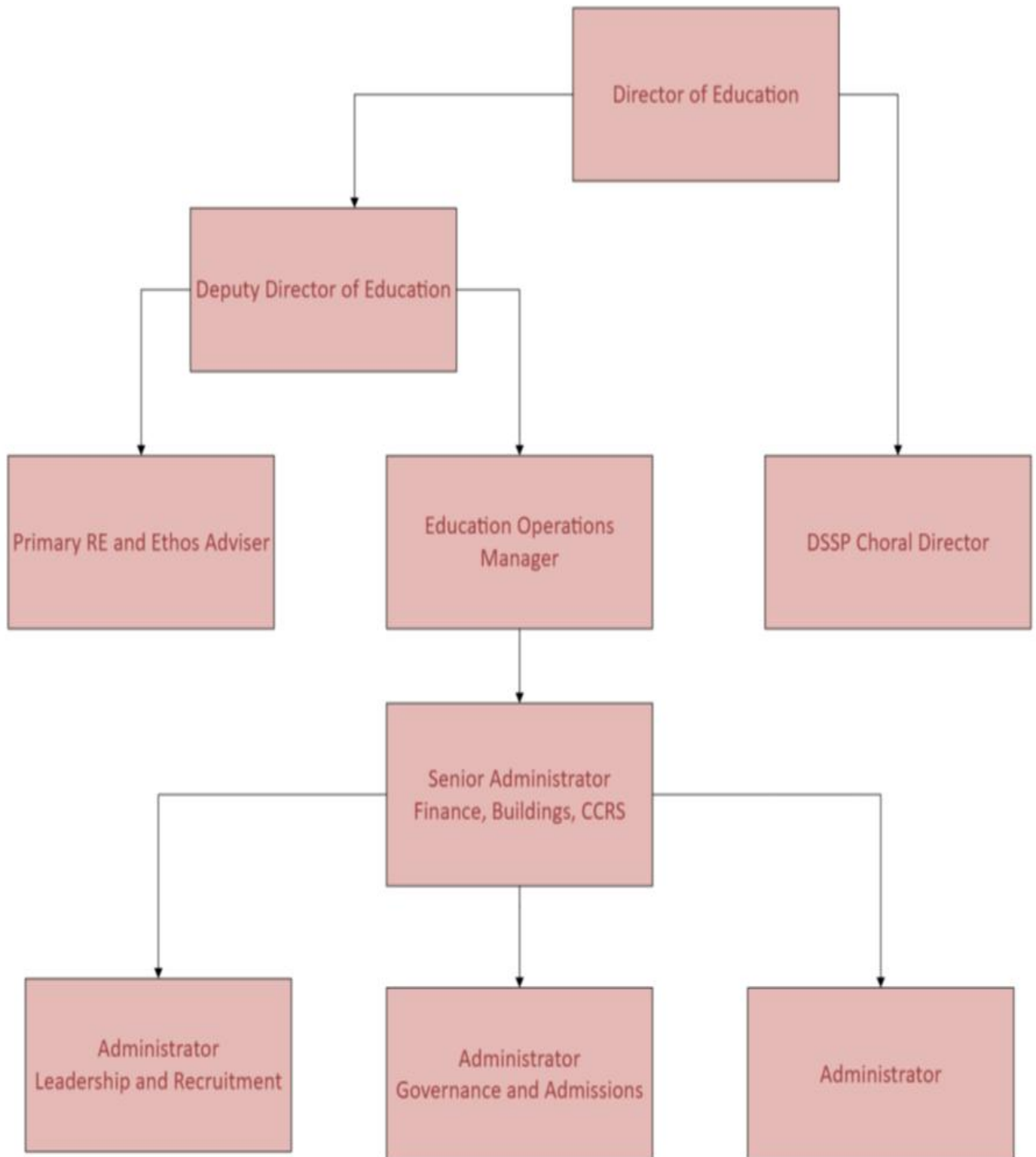
Walk with Jesus and Enable Others to Encounter Him.

Grow as One Diocesan Family

Forming and Developing People for Mission.

Living Justly and Caring for Our Common Home

Education Team Structure



Job Description

Job Title	Education Operations Manager
Employer	Diocese of Hexham and Newcastle Company registered in England 7732977 Registered Charity No. 1143450
Location	Department for Education St Cuthbert's House, West Road, Newcastle upon Tyne NE15 7PY
Reporting to	The Deputy Director of Education
Responsible for	The Senior Education Administrator and their team
Lateral Responsibilities	Catholic Schools Inspectorate (CSI) Diocesan Board of Trustees Diocesan Education Committee

Scope and General Purpose

- (I) To support the Director and Deputy Director in all current and future educational needs through the development, engagement, motivation and preserving of our Catholic education
- (II) To act as the interface to ensure the department is proficient and productive and that resources are allocated effectively to enable the department to support in the delivery of a high-quality Catholic education
- (III) To assist the Education Department to provide an exemplary level of service to our Catholic Education Trusts (CETs) and school communities assisting them to deliver a first-class service in Catholic education
- (IV) To ensure the Diocesan Education Team is responsive and efficient, aligning with the Diocesan Vision and Values
- (V) To effectively lead and ensure stakeholder engagement in accordance with the Diocesan culture as defined by the Culture Canvas
- (VI) Aligning the objectives of the Diocesan Department for Education with the Diocesan Vision and Values

Core Competencies

Social Intelligence	Problem Solving	Accountability
Decision Making	Project Management	Industry Expert
Planning and Organising	Customer Focus	Financially Awareness

Behaviours

You will be the kind of person who is outgoing, friendly and welcoming. With a can do, will do attitude, you lead by example coaching others to achieve the best possible outcomes for the team, our Catholic schools and education. Committed to continuous improvement, your attitude is proactive and articulate.

Compassionate	Honest	Reliable
Flexible	Approachable	Dedicated
Professional	Confidential	Respectful
Articulate	Calm	Sense of Humour
Logical	Analytical	Discerning

Key Responsibilities

Leadership

- To work with the Department and other relevant personnel to assist in the development and implementation of the departmental education strategic plan ensuring that it is implemented, monitored and achieved
- To prepare and deliver;
Reports
Statistical data analysis
Presentations to a variety of stakeholders
Insights to senior leaders and the Diocesan Education Committee
- To effectively lead the Senior Administrator ensuring compliance with the Diocesan policies and procedures and to model culture including, but not limited to, monthly 1-2-1s ensuring details discussed are recorded

Evidenced Based Leadership

- Undertake professional evaluation processes ensuring you report and record empirical and tangible evidence along with all other relevant educational and pastoral matters, presenting those findings for example to the Education Committee
- To design, deliver and facilitate as required Catholic School Inspectorate (CSI) training and initiatives to all CSI teams, schools and CETs

Financial Awareness

- To work with the Finance Department to prepare and manage the departmental budget including but not limited to monitoring spend to ensure fiscal prudence and stewardship, preparing for the annual budgeting process and forecasting
- To effectively manage the CSI Budget
- To ensure accurate completion of all grant applications made

- To undertake as requested periodical trend analyses to ensure income and spend demonstrates total benefit derived set against total cost

Project Management

- To effectively manage or preside over key projects including but not limited to:

The Religious Education Directory (RED)

- To ensure all project work assigned is professionally organised and delivered using project briefs, project actions plans, timelines and financial templates

Procurement

- To ensure due diligence is exercised in all procurement exercises

Following the Diocesan Procurement Process ensuring all suppliers and services have been vetted and checked against the stipulated requirements such as providing the Diocese with their own Health and Safety, Equity, Diversity and Inclusion Policies and Procedures

Financial Risk Assessment

Venue safeguarding

Presenting the strengths and weaknesses of each supplier or service in quality assurance and cost benefit analysis

Customer Focus

- To ensure you share your expertise and contribute during meetings and knowledge exchange expertise and experience to Diocesan initiatives and projects
- To collaborate across curial departments and with external partners to nurture relationships and achieve shared goals
- To work seamlessly with all personnel involved in CSI, ensuring they receive the latest updates and information regarding inspection and quality assurance
- To effectively liaise and work with CETs, schools and Catholic Schools' Inspection teams and Inspectors

Planning and Organising

- To work with the Director, Deputy Director of Education and Senior Administrator to ensure appointments, meetings and attendance at schools, conferences and other meetings are effectively programmed and diarised to ensure effective planning and organisation
- To identify any risks to the department making recommendations for operations and develop contingency plans

- To effectively manage all internal and external communications in conjunction with the Diocesan Communications Manager
- To effectively manage and co-ordinate CSI scheduling
- To ensure that all inspection and training materials for CSI Inspectors are always prepared and ready for use as set out in the operational plan

Decision Making

- To ensure that all decisions made are based on empirical evidence
- To encourage the team to participate in decision making for the purposes of employee engagement, use of initiative, personal ownership and accountability

Social Intelligence

- To work with the team ensuring that their views are listened to ensuring effective communication and compatibility with the culture of the Diocese
- To liaise with the HR Team to ensure all and any employee relation matters are dealt with promptly, efficiently and effectively, thereby promoting employee engagement
- To influence and inspire the team by consistently living and demonstrating the Diocesan Values of trust, integrity, compassion, respect and service

Problem Solving

- To address areas of under or below expectation performance making recommendations for change and improvement(s)
- To effectively use the Microsoft Suite of applications always liaising with the Technology Services Manager to improve efficiencies of operations as and when and where required implement new systems and ways of working

Accountability

- To ensure the Department consistently manages the Diocesan internal compliance processes and procedures including but not limited to working with all relevant departments for which this role has a duty to comply

Person Specification:

Essential:

- Experience of operational management
- Experience of preparing project briefs and project action plans for both small and larger scale initiatives
- Proficient use of Microsoft Office Suite
- Excellent organisational and time management skills
- Strong analytical skills
- Fiscal accountability as departmental budget holder
- Ability to handle sensitive information with discretion and confidentiality

- Excellent written and verbal communication skills
- Ability to multitask and work to tight deadlines
- Experience of using quality assurance and evaluation processes for decision making
- A degree or demonstrable equivalent experience which brings value to the post
- Knowledge and experience of the General Data Protection Regulation 2018
- Clean driving licence and access to a car
- The right to live and work in the UK

Desirable:

- Qualifications such as Business Management or other Leadership qualification like an ILM Level 3 or 4
- Experience of working in a faith-based organisation, third sector, school or local authority, small or medium (SME) enterprise or business
- Knowledge and /or use of procurement processes
- Use or knowledge of CRM Systems and Canva
- Schools' inspections whether Ofsted, Catholic Schools Inspections or other processes
- Managing at least one direct report or evidence of managing other personnel in a paid or voluntary capacity
- Experience of safeguarding and working with the vulnerable and/or working in a highly regulated environment

Salary £35,000 to £37,323

The Job Holder is required to be supportive of and sympathetic to the Catholic faith.

How to apply for the Role of Education Operations Manager

On behalf of Catherine and Alison, I'd like to extend my own personal welcome and to thank you for requesting the Applicant Pack for our role of Education Operations Manager.

As the Head of Human Resources for the Diocese of Hexham and Newcastle I am delighted to be supporting my colleagues Catherine and Alison to recruit for this exciting position within the Education Team at St Cuthbert's House.

I believe this is a unique and rare opportunity to lead the Education Operations Team as it is a position where you can truly work to achieve something special within and for Catholic education.



I am exceptionally passionate about equality of opportunity, diversity and inclusion and as such for disabled and neurodiverse candidates we will make reasonable adjustments and in doing so, if you need to submit your application in another format, please contact annie.leaver@diocesehn.org.uk

Lastly on behalf of Catherine, Alison and the Education Team I look forward to receiving your application.

Best wishes and warm regards,

Annie

Application Process

- (i). We would like you to send us a cover letter detailing how and why your experience meets the essential criteria of the Person Specification. We'd equally like to see demonstrative workplace or volunteering examples set against the core competencies in the Job Description and our Diocesan Values. Finally, your letter should tell us why you want to work within in the Education Team and the Diocese of Hexham and Newcastle.
Your letter should be no more than three pages or 1500 words.
- (ii). We would like a current Curriculum Vitae (CV) of no more than three pages.
- (iii). Details of two people we may approach for professional references, one of which must be your current or most recent employer. You can submit this on a separate sheet. The Diocese will only contact referees if an offer of employment is made by us.
- (iv). Applications should be sent by post or emailed to annie.leaver@diocesehn.org.uk or posted to Annie Leaver, Head of Human Resources, Diocese of Hexham and Newcastle, St Cuthbert's House, West Road, Newcastle upon Tyne, NE15 7PY.
- (v). The closing date for applications is 09:00 am 28 July 2025, applications received after this time cannot be accepted. In addition, we reserve the right to close this vacancy early and should we do this the advert will be removed from all job boards.
- (vi.) If you would like to discuss the role, please contact Catherine Craig by emailing catherine.craig@diocesehn.org.uk

Shortlisting

Shortlisting for the position will be completed on 30 July 2025.

Interview Date

Interviews will take place on Wednesday 6 August 2025.

Interview Information

There will be a presentation and competency-based panel interview with no less than 3 and no more than 5 panel members present.

Important Information

The successful candidate must:

- (i). Return two acceptable references one of which must be professional. A second can be a character reference providing this is a person of good character or profession such as a GP, Solicitor, Magistrate, Governor or Trustee.
- (ii). Evidence of the right to work in the UK.
- (iii). Completion of mandatory Level III safeguarding training which the Diocese provides.
- (vi). A satisfactory Enhanced Disclosure by the Disclosure and Barring Service.
- (vii) Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment, but you must declare this in writing at the appropriate stage during the recruitment process.

- (viii) General Data Protection Regulations (GDPR) 2018. We undertake to destroy by a secure and confidential manner all applications which are not shortlisted. For candidates who are shortlisted and interview we will ask whether you wish your details to be destroyed or held for six months before being expunged by confidential means in accordance with GDPR 2018.

Our candidate privacy notice is available on our website www.diocesehn.org.uk



Better Health
at Work Award
Silver Award