



# School Business Manager Recruitment Pack

**CRESTWOOD  
COMMUNITY SCHOOL**



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**May we take this opportunity to thank you in anticipation of your application. If, however, you have not heard from us by the proposed date for the interview you should assume that on this occasion your application has not been successful. In that event we wish you every success in any future applications you make.**





## Section 1: Post Advertisement

**Post:** School Business Director (Business Manager)

**Location:** Crestwood Community School (working at both Cherbourg and Shakespeare Campus)

**Start Date:** 1 September 2026 (or earlier)

**Pay Scale:** HCC Grade H - I £56,285 - £73,902 (Depending on experience)

**Contract:** Permanent, full time - 37 hours x 52 weeks

We are seeking a highly experienced, strategic, and proactive School Business Manager to join the Crestwood Community School Family. As a key member of our Senior Leadership Team, this role is pivotal in driving the school's long-term vision, ensuring the operational business model aligns with and directly supports our strategic objectives and continuous improvement journey. Crestwood Community School is a single school with two campuses at the heart of the Eastleigh community.

As our strategic financial and business leader, you will be accountable for:

- **Strategic Financial Leadership:** Overseeing the comprehensive financial planning, setting long-term budgets, and providing insightful reporting for a budget in excess of £12m. This includes preparing management accounts, financial forecasts, and statements to support strategic decision-making.
- **Resource Maximisation & Income Generation:** Leading the development and execution of income generation strategies, actively investigating new opportunities, and ensuring effective applications for relevant LA and DfE grants, alongside the submission of all Government returns.
- **Compliance and Governance:** Ensuring rigorous compliance with all statutory and regulatory requirements, including serving as the school's Data Protection Officer, and advising the Senior Leadership Team and Governing Body on strategic financial and operational matters.
- **Operational Management Oversight:** Providing strategic direction and oversight for the core support functions of HR, Site/Premises, Catering, and IT, managing a dedicated Support Staff Leadership team composed of three Bursars and Catering Manager.
- **Strategic Development:** Playing a central role in the strategic development of the school to ensure efficient, effective non-teaching operations that allow teaching and learning to flourish.

The ideal candidate will possess substantive experience in business management, leadership, and strategic planning, preferably within a school setting, although comprehensive training and strong support from the Senior Leadership Team, Governors, and staff will be provided. You will be an adept people manager with strong interpersonal skills, capable of influencing and engaging colleagues at all levels to implement school-wide strategic changes. Strong organisational skills, the ability to manage complex, concurrent strategic projects, and resilience under pressure are essential. Your passion for improving the life chances of our students and families, 36% of whom receive free school meals, is critical, as is a commitment to the cohesive ethos of the #Crestwoodfamily.

## Section 1: Post Advertisement cont.

We are committed to staff well-being and offer:

- Wellbeing weeks (no commitments scheduled after school)
- Free daily lunch
- Half termly cooked breakfasts
- One wellbeing day per year (during term-time, after a qualifying period)
- Weekly thank you bulletin
- Birthday cards
- Heads discretionary leaves of absence for family events
- Acts of random kindness
- Access to mental health first aiders

As a new member of staff, you will benefit from a comprehensive induction process and a professional coach to guide your journey in the role. You will join a close-knit team that values open debate and supportive working practices. Your commitment to raising standards, excellence for all learners, and contributing to the community's wellbeing is fundamental to this role.

Your application is a chance to outline your strategic experience, your reasons for being interested in this leadership post, and how you will directly contribute to and lead on Crestwood's improvement journey. It is essential that your application addresses the specific strategic issues and unique context of Crestwood Community School.

Pre-scheduled tours can be booked by emailing [justine.sayers@crestwood.hants.sch.uk](mailto:justine.sayers@crestwood.hants.sch.uk). We cannot make personal appointments due to operational needs.

Apply here: <https://crestwoodcommunityschool.face-ed.co.uk/Emp/Campaign/DetailsEmpView?campaignRef=SCH-CCS-0013>

You will need to sign up to SAMRecrit in order to apply.

Alternatively, you can complete the Support Staff application form that can be found on the school website and email it to [hr@crestwood.hants.sch.uk](mailto:hr@crestwood.hants.sch.uk).

Please note we cannot accept a CV as a means of application. We do reserve the right to close this advertisement early if we receive a high volume of suitable applications.

**Closing date:** 12 Noon - Friday 27th March 2026

**Interview date:** Tuesday 21st and Wednesday 22nd April 2026

**Crestwood Community School and Hampshire County Council are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant employment checks.**

**May we take this opportunity to thank you in anticipation of your application. If, however, you have not heard from us by the proposed date for the interview you should assume that on this occasion your application has not been successful. In that event we wish you every success in any future applications you make.**

## Section 2: About Crestwood Community School

We are one school over two campuses, serving the children of central Eastleigh, which is a vibrant town, with large amounts of development in both business and residential areas. There has been an expansion in the primary sector with several local schools undergoing expansion to their buildings to accommodate the growth in student numbers. Crestwood merged with the former Quilley School in 2016 to provide one secondary school for Eastleigh, something new and exciting, offering high quality education for the children of Eastleigh. In 2022 we became oversubscribed in every year group and are operating a waiting list across both campuses. The two campuses are situated at Shakespeare Road and Cherbourg Road and both offer the same high quality education to all year groups with little movement of students. We have two specialised Resource Provisions, dyslexia and SEMH.

As the long serving Executive Headteacher of this wonderful school, I have a clear vision and an absolute determination, alongside my team, to continue to improve even further the provision of education across Eastleigh. The school has a very mixed intake and as a result areas such as pupil progress, behaviour and attendance remain a challenge.

The composition of the school as of December 2025 was:

Students	Current	National	Hampshire
School number on roll	1474	Well above average	Well above average
School %FMS(6)	36%	Above average	Well above average
School %SEND support	19%	Close to average	Close to average
School %EHC plan	8.2%	Well above average	Well above average
School %EAL	14.5%	Close to average	Well above average
School number LAC	18	Well above average	Well above average

We agree with the recent Ofsted areas for Improvement and have established school wide staff working parties to address these.

The Ofsted report states that “Leaders and governors are driven by a strong sense of moral purpose. They are ambitious for pupils’ futures and drive to provide the best opportunities for them. Staff share these aspirations and are loyal and committed”.

We care deeply about our school, the staff, the students and the community we serve, we are a school with a heart. We as a school are clear about our improvement agenda and we work cohesively as a school wide team. As this was our fifth consecutive “good” grading it demonstrates that at Crestwood we are continually providing a consistent quality in all we do, against a backdrop of tougher standards and criteria to be judged against.

Staff are predominantly one campus based but may be expected to teach across both sites, whilst playing an active part in their innovative and high-performing teams. Across both campuses we have been successful in establishing a strong culture and ethos, typified by the #Crestwoodfamily.

Our Ofsted report from February 2024 stated that at Crestwood “there is a welcoming, friendly atmosphere”. They also said that “teachers and support staff, including those in the early stages of their career, are proud to work at the school. They particularly value school leader's careful consideration of their workload and well-being so that they can focus their efforts fully on pupils' education.” In addition Ofsted report that “many pupils, staff and parents describe the school as a ‘big family’.

We have enhanced our campuses significantly over the past few years. We have refurbished nearly all areas across the school. We have had a new crescent area and roof at Shakespeare which has enhanced the building significantly. The Cherbourg Campus is situated between the town's two post-16 providers. The site is well maintained with specialist facilities in excellent condition throughout, including 5 new Science rooms and refurbished Sports Hall. In totality we are a school continually on the up and have a can-do-more attitude.



## Section 3: Job Description

**Job title:** School Business Manager

**Salary Scale:** Grade H - I (£56,285 - £73,902)

**Responsible to:** Executive Headteacher

**Responsible for:** Strategic leadership and oversight of all non-teaching support functions

**Contacts:** Staff, governors, external agencies

**Special Conditions:** An enhanced Disclosure and Barring Service (DBS) check is required for this post

### Job purpose

- The School Business Director is the school's leading support staff professional, operating at a **strategic level** as a core member of the Senior Leadership Team (SLT).
- Reporting to the Executive Headteacher, the role takes **executive responsibility** for all non-teaching activities, ensuring the strategic management of the school's operational business to drive the most effective use of resources in support of the school's long-term objectives and inclusive vision

### Strategic Leadership and Governance

- Provide strategic line management and leadership to the Support Staff Leadership team (including Bursars for HR, Site, and Catering), focusing on long-term resource planning, succession, and professional development.
- Under the direction of the Executive Headteacher and Governing Body, champion the implementation of the School Improvement Plan across non-teaching functions, ensuring resource allocation and policy development directly supports strategic goals.
- Drive a strategic, inclusive culture that proactively engages staff, students, Governors, and the wider community to maximise school success.
- Lead the strategic review and negotiation of all major contracts (e.g., cleaning, catering, IT infrastructure) to ensure superior performance and exceptional value for money.
- Champion the strategic integration of technology to significantly enhance school business processes, management efficiency, and staff wellbeing.
- Serve as a key strategic advisor to the Executive Headteacher and Governing Body on all financial, operational, and compliance matters.
- Take responsibility for the performance management of key senior support colleagues.
- Maintain an unwavering commitment to safeguarding and promoting the welfare of children and young people as a fundamental strategic priority.

### Human Resources Strategy and Oversight

- Provide strategic oversight and line management to the HR Bursar and the entire HR function.
- Oversee the strategic deployment of the entire support staff workforce, conducting regular reviews of the staffing structure to ensure maximum financial efficiency and operational effectiveness in line with school goals.
- Ensure that all HR policies (recruitment, appraisal, disciplinary, grievance) are administered in rigorous compliance with employment law and serve the school's strategic aim for high-quality staffing.

## Financial Management and Resource Strategy

- In partnership with the Executive Headteacher and the Governor's Finance and Resources Committee, lead the strategic development, management, and oversight of the school's multi-million-pound budget (£12m+), ensuring it is balanced, realistic, and represents the most effective strategic use of public funds.
- Develop robust, long-term financial forecasts (3-5 years) based on anticipated funding streams and expenditure trends, providing the Executive Headteacher and Governing Body with the data required for critical strategic decision-making.
- Assume accountability for all financial compliance and statutory reporting requirements.
- Develop, implement, and lead the school's ambitious income generation strategy, proactively identifying and securing grants, commercial opportunities, and external partnerships to support strategic development objectives.
- Direct the procurement strategy, managing significant tenders and contractual due diligence, benchmarking, and negotiating to ensure best value is achieved across the estate and all services.

## Strategic Estate and Premises Management

- Provide strategic oversight and line management to the Site Bursar and the Premises function.
- Lead the development and implementation of the school's long-term Estate Management Strategy, including capital projects, planned maintenance, and facilities enhancement across both campuses.
- Retain ultimate strategic responsibility for the school's health and safety framework and compliance, ensuring effective monitoring, reporting, and a safe environment for all stakeholders.
- Strategically manage the school's environmental impact and sustainability, proposing well-researched, long-term improvements to the governing committee.
- Manage the strategy for letting of school premises to external organisations, ensuring compliance, financial return, and alignment with the school's community ethos.

## Information governance and compliance

- Lead the strategic management of all statutory and regulatory compliance across the school, providing expert advice to the SLT and Governing Body on legal, regulatory, and ethical requirements.
- Serve as the school's statutory Data Protection Officer, holding executive responsibility for monitoring and advising the school community on UK data protection law, data retention, and information security.
- Maintain and strategically update the school-wide Risk Register, advising the SLT on mitigation strategies for key institutional risks.

## IT strategy and oversight

- Provide strategic oversight and line management to the IT Bursar and the IT function.
- Lead the development of the long-term IT Strategy, ensuring all technology investment and deployment directly supports the school's educational objectives, business efficiency, and staff/student experience.
- Direct the strategic review, negotiation, and management of major IT contracts and managed service providers to ensure exceptional performance, value for money, and robust information security.
- Champion the strategic integration of technology and school management systems to enhance data analysis, reporting, business processes, and overall operational management efficiency.

## Catering Oversight

- Provide strategic oversight and line management of the Catering Manager.
- Ensure the catering service operates efficiently, complies with relevant food safety laws, and strategically delivers value for money and a high-quality provision in line with the school's commitment to student and staff wellbeing.

## Wider Professional Responsibilities

Including, but not limited to

- To play a lead role in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example.
- Actively lead key school events as determined by the school's SLT expectations
- Ensure all written communication to parents/ carers has a high standard of spelling, punctuation and grammar.
- To comply with the school's Health and safety policy and undertake risk assessments as appropriate.
- Adopt a positive working relationship with parents/ carers.
- Follow school policy for the identification of students who may be vulnerable to radicalisation/extremism.
- Contribute fully to the duty to build students' resistance to radicalisation by providing a safe environment for debating controversial issues.
- Identify opportunities to play a proactive role in the wider life of the school.
- To cooperate with other staff to ensure a sharing and effective usage of school resources to the benefit of all.
- Staff are expected to adhere to all school policies (shared with and available to staff electronically) but specifically:
  - Safeguarding Policy
  - Child Protection Policy
  - Staff Code of Conduct
  - DfE Keeping Children Safe in Education (KCSIE)
  - Password Policy
  - Staff Dress Code
  - Grievance Procedure
  - Health & Safety Policy
  - Staff Absence and Attendance Policy
  - Whistle Blowing

## Other Duties

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.
- This job description is current at the date shown above, but following consultation with you, may be changed by core SLT to reflect or anticipate changes in the job which are commensurate with the salary and job title.

# Section 4: Person Specification

## Qualifications

### Essential

- Accounting qualification e.g. AAT, CIMA, CIPFA
- A good level of education including GCSE Mathematics and English Language 9-4 (A\*C)

### Desirable

- CSBM/DSBM

## EXPERIENCE

### Essential

- A successful track record of business management
- Experience of working with external contractors and agencies
- Experience of managing teams
- Experience of managing a range of business support functions
- Experience of appraising performance and developing staff
- Experience of effective financial/ budget management
- Significant and demonstrable practical experience of problem resolution
- Experience of working with other departments and building relationships with colleagues and a wide range of stakeholders
- Experience of leading, motivating and developing a team providing excellent service to customers.

### Desirable

- Proven experience working in an educational setting
- Experience of school MIS systems

## KNOWLEDGE

### Essential

- An excellent working knowledge of IT systems and packages

### Desirable

- Knowledge of school operations and estate management
- An excellent understanding of school management systems including reporting and analysing.
- Comprehensive understanding of Health and Safety regulations
- Knowledge and Understanding of working with a Local Authority Structure.

## Skills and Abilities

### Essential

- Able to work flexibly as part of a team
- Able to demonstrate an innovative and problem solving approach to issues
- Excellent written and spoken communications skills
- Excellent organisational and time management skills
- Ability to prioritise workload and delegate as appropriate
- Ability to implement changes of systems to suit improvements in efficiency and working practices
- Ability to handle confidential issues and materials sensibly and appropriately.
- Committed to promoting high quality care to students
- Committed to contributing to the wider school and its community
- Professionally assertive and clear thinking
- Having a customer focussed and flexible approach to work demonstrating the ability to prioritise effectively and respond to changing demands
- Ability to influence and communicate both verbally and written
- Able to plan and take control of situations
- Thoroughness and excellent attendant to detail and accuracy
- Ability to demonstrate a flexible approach to working hours in line with the School events and requirements
- A commitment to equal opportunities and empowering others.

