

Our Trust Central Support Offer



Central Support Team Overview

Objective

Our goal is to continuously enhance a professional service that delivers consistent best practices across the Trust's support functions. This service will:

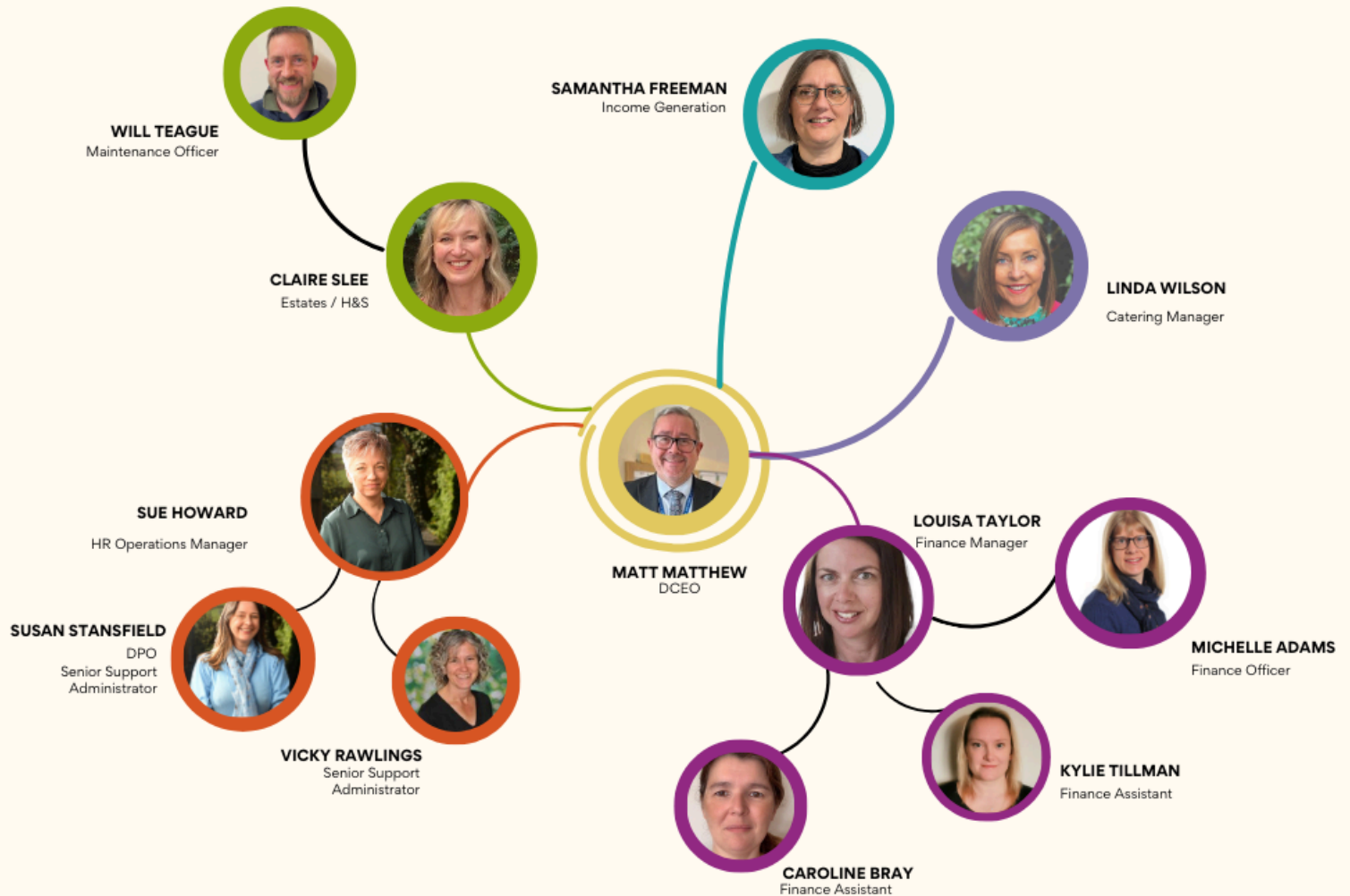
- Empower Leaders and staff to concentrate on delivering outstanding education and developing an exceptional curriculum.
- Ensure sufficient capacity to support the next phase of the Trust's growth.
- Enable our Estates team to provide high-quality environments and facilities that fully support teaching and learning.
- Maintain a high-quality, sustainable HR model and People Offer.

We will continue to adapt our services in response to the unique contexts of new academies joining the Trust, considering:

- Individual academy requirements
- Their starting points and current performance
- The geographical distribution of academies



CENTRAL SUPPORT TEAM



Finance

The finance team is led by an experienced and highly qualified Manager, who brings a wealth of expertise and strategic insight to the role. Under their leadership, the team delivers centralised financial services that ensure rigorous financial probity, full statutory compliance, and operational efficiency. By streamlining financial processes and maximising value for money, the team plays a pivotal role in unlocking additional funding and resources that directly benefit our pupils. Our centralised financial model not only supports strong governance and accountability but also underpins the Trust's long-term sustainability and capacity for growth. As part of our commitment to consistency and excellence, it is expected that all schools joining the Trust will adopt our centralised financial systems and processes. This unified approach enhances financial transparency, enables strategic resource planning, and ensures all schools benefit from the robust support and oversight of the central finance team.

Finance Core Offer

Description	Central Team	Academy
Procurement	<ul style="list-style-type: none">● Approve orders on Access Portal● Raise central orders including Trust SLA's● Process invoices - see data tab● Weekly payment runs to suppliers● Obtain supplier statements/ liaise with suppliers to resolve disputed / missing invoices● Regular reports to admins chasing outstanding purchase orders● Create new suppliers and update existing supplier details e.g. change of bank details	<ul style="list-style-type: none">● Raise orders on Access Portal● Sign invoice as items arrive● Chase suppliers if goods not delivered
Value for Money/ SLA	<ul style="list-style-type: none">● Liaise with budget holders re contractual renewal● Participate in procurement processes● Ensure all paperwork is completed/ collated and approved● Review areas of spend to identify savings● Co-ordinate collaborative purchasing	<ul style="list-style-type: none">● Obtain quotes and complete paperwork in line with SoD
Banking	<ul style="list-style-type: none">● Process all income transactions● Process all expense transactions e.g. direct debits /charge card payments● Complete bank reconciliation on a weekly basis	

Investment	<ul style="list-style-type: none"> ● Review cash held and ascertain if investments should be made ● Liaise with external providers to find the best interest rates ● Place investments 	
Debtors	<ul style="list-style-type: none"> ● Chase Trust wide debtors ● Support schools with debt collection 	<ul style="list-style-type: none"> ● Raise sales ledger invoices ● Chase academy debtors in first instance
Charge Cards	<ul style="list-style-type: none"> ● Check and Process charge card expenses ● Process monthly charge card payments ● Reconcile each card account on a monthly basis investigating and resolving any differences 	<ul style="list-style-type: none"> ● Use card and complete documentation - send to finance
Budget Setting	<ul style="list-style-type: none"> ● Review and calculate: <ul style="list-style-type: none"> ○ Income ○ Staffing ○ Other Expenditure ● Conduct budget reviews with schools. 	<ul style="list-style-type: none"> ● Participate and support annual budget reviews
Budget Monitoring	<ul style="list-style-type: none"> ● Monthly tasks which include: <ul style="list-style-type: none"> ○ Payroll variation reporting and checking ○ Accruals ○ Prepayments ○ Creditors ○ Deferred/Accrued Income ○ VAT Return ○ Cash Flow ○ Debtor reporting - to Academy Heads and admins for action ○ Reconciliations of general ledger ○ Forecast per academy ○ Trust wide forecast ○ Monthly reports to Chair and AO ○ Budget holder reports ○ Nursery/ Extended Services/ Catering overview 	<ul style="list-style-type: none"> ● Review academy BvAvC
Year End	<ul style="list-style-type: none"> ● Complete all processes 	
Audit	<ul style="list-style-type: none"> ● Work with internal auditors ● Work with external auditors annually ● Provide data to above parties in required formats 	

Regulatory Returns	<ul style="list-style-type: none"> ● School Resource Management Assessment ● 3 Year budget forecast return ● Annual accounts - Auditors ● Annual audit report - Auditors ● Assist with grant returns 	
Policies & Procedures	<ul style="list-style-type: none"> ● Review, update and maintain financial procedures manual including the associated scheme of delegation 	
Ad Hoc	<ul style="list-style-type: none"> ● Participate in Due Diligence ● Evaluate benchmarking data to inform decisions ● Regular contact with academies 	



People (HR)

The Trust is deeply committed to delivering a high-impact HR strategy that prioritises the attraction, recruitment, development, and retention of exceptional professionals across all our academies and central teams. Our goal is to ensure that every role is filled by individuals who are not only highly skilled, but also aligned with our values and committed to making a meaningful difference in education. We adopt an innovative and agile approach to recruitment, enabling us to identify and secure top talent in a competitive market. Complementing this, we have robust and clearly defined strategies in place to support continuous professional development, leadership growth, and career progression for all staff. Central to our approach is a strong and inclusive culture where every team member feels respected, empowered, and supported to reach their full potential. Promoting and protecting staff wellbeing is a core priority and an essential pillar in our ambition to be recognised as an employer of choice within the sector. Our HR function is fully centralised, underpinned by consistent and high-quality processes, systems, templates, and reporting frameworks. This unified approach enables us to deliver an efficient, scalable, and future-ready HR service that supports the evolving needs of our people and the strategic objectives of the Trust.



HR Core Offer

Description	HROM	Academy
Recruitment	<ul style="list-style-type: none">● Contract change● External Adverts● Internal Adverts● Social Media● Interview Packs - shortlisting grid, candidates' application forms, references● Invite to Interview● DBS checks● Seeking agencies and building relationships to support our recruitment and supply needs	<ul style="list-style-type: none">● Shortlisting & interview questions● Coordinate Interview Day● ID Checks● Academy Social Media Platforms

New Starter Process	<ul style="list-style-type: none"> ● DBS/List 99 ● Reference Checks ● Prohibition Checks ● Childcare Disqualification Checks ● Qualification Checks inc. QTS ● OH referral ● Right to Work Checks ● ID Checks ● Adding to relevant systems (e.g. SCR) ● ID Badges ● Arrange MS & People accounts ● Welcome email 	<ul style="list-style-type: none"> ● Induction and staff handbook ● Arrange equipment ● Add to SCR ● Arrange safeguarding training ● Arrange MIS / CPOMS etc accounts
Contracts	<ul style="list-style-type: none"> ● Offer Letter ● Terms & Conditions ● Statement of Particulars ● Salary statements 	
Conversion / TUPE	<ul style="list-style-type: none"> ● TUPE ● Due Diligence ● Onboarding 	
School Workforce Census	<ul style="list-style-type: none"> ● Preparation/submission 	
Maternity	<ul style="list-style-type: none"> ● Update payroll ● Individual supported throughout maternity leave ● Communication link during maternity leave 	<ul style="list-style-type: none"> ● Produce risk assessment and ongoing review notifying HR as necessary
Sickness Absence Management	<ul style="list-style-type: none"> ● Update absence records ● Support for individual cases as required ● Support individuals on long term sick ● Line Manager training ● Coordinate absence meetings in line with policy 	<ul style="list-style-type: none"> ● Add Sickness Absence Dates onto Portal ● Complete/Submit RTW Forms, update HR as necessary ● Participate in 1st stage absence process

Payroll	<ul style="list-style-type: none"> ● Complete monthly payroll process ● Facilitate 3rd party payments ● Process staff deductions for maternity, paternity & sickness ● Process staff deductions for salary sacrifice benefits ● Promote staff benefits ● Maintain HR portal ● Monthly compliance returns to external parties ● Monthly overtime reports ● Complete year end processes ● Teacher Salary Statements ● Update Payroll system with increments/ factor changes/ payscales ● Coordinate annual pay increases to Remuneration Committee 	
HR Policies	<ul style="list-style-type: none"> ● Write / update / review all HR Policies 	
Case Work (Incl Disciplinaries & Grievance)	<ul style="list-style-type: none"> ● Liaise with legal parties 	
Leavers feedback forms and follow up meetings	<ul style="list-style-type: none"> ● Exit Meeting (if requested) via HR Trustee 	
Staff Wellbeing & Employee Assistance Programme	<ul style="list-style-type: none"> ● Termly staff wellbeing bulletin ● Member of the DfE Wellbeing Charter ● Supporting Managers to understand the offer of the EAP ● Promoting the EAP offer 	
Administration Team	<ul style="list-style-type: none"> ● Review of Academy Administration Teams ● Senior Admin structure in place to provide induction and initial training ● Ongoing individual support ● Hold half termly admin meetings ● Liaise with Academy Heads for appraisal process. 	

Estates Management, Health & Safety

The Estates Team works closely with Academy Heads to provide seamless operational support across all sites. Using an integrated monitoring and management system, we ensure full compliance with Health and Safety standards and building regulations, allowing us to address issues quickly and maintain consistently high standards. Our goal is to create safe, sustainable, and inspiring learning environments that support outstanding teaching and learning. We continually invest in innovative systems to promote long-term building sustainability in line with educational and environmental priorities. The Trust has a proven track record in securing national and local grant funding. Our expertise enables us to lead successful capital funding applications, supporting ongoing improvements to our facilities and ensuring all schools are equipped to meet both current and future needs.



Estates Management, Health & Safety Core Offer

Description	Estates Team	Academy
Estates Management and Statutory Compliance	<ul style="list-style-type: none">● Procurement and management of insurance provision.● Insurance claims● Annual Land and Building collection returns to ESFA● Collaboration and liaison with land owners (LA, Diocese, Local land owner)● Management of land and building lease agreements● Provide a full programme of routine maintenance via specialist contractors● Management of external contractors● Access and use of robust Compliance monitoring system (EVERY)	<ul style="list-style-type: none">● Timely reporting of all site/estate issues or concerns● Completion of all routine estates practices including weekly fire alarm test, litter picking and site security checks

Health & Safety	<ul style="list-style-type: none"> ● Acting as competent Person under Section 7 of the Management of Health and Safety at Work Regulations ● Annual H&S training for all staff ● Annual internal H&S audit ● Ongoing support for Academy H&S Reps ● Accident/Incident investigations ● Recommendations for improvements ● Point of reference for all H&S matters ● On site support for all HSE/DCC/RPA visits and inspections ● Review and update H&S Policy ● Ensuring H&S issues are rectified in a timely manner ● Supporting the completion and review of general H&S risk assessments ● Supporting the completion of annual Fire Risk assessments ● H&S training and support for new Academy Heads ● Reporting all RIDDOR accidents to HSE ● Liaison with enforcement bodies (HSE, Fire Brigade, Environmental Health) ● Ensure compliance with all H&S legislation and relevant risk assessments 	<ul style="list-style-type: none"> ● Academy Heads acts as the 'Responsible person' for their academy and would be the H&S / EVC representative for their Academy. ● Timely completion of electronic accident/incident report forms ● Adhesion to all safety procedures as defined in the H&S Policies ● Ensure completion of routine fire drills (reminders sent via compliance software) ● Completion of Trips & Visits Risk assessments ● Identify suitable staff members to undertake first aid training ● Academy Heads complete monthly site inspection ● Arrange H&S Induction process for all new staff
Cleaning	<ul style="list-style-type: none"> ● Management of academy cleaning provision – either inhouse or contracted. ● Completion of COSHH Risk assessments ● Routine cleaning monitoring inspection 	
Security	<ul style="list-style-type: none"> ● Ensuring high level of security is implemented including access control systems and CCTV where appropriate. ● Priority response and attendance to all security issues ● Management and servicing of installed security systems (Alarms/ID card system/CCTV) 	<ul style="list-style-type: none"> ● Ensure all staff adhere to the security policy and report any issues to Estates team to rectification.
Ad Hoc	<ul style="list-style-type: none"> ● Site visits to support Academy Head/Staff with any H&S, security, compliance or estates concerns. 	

<p>Projects</p>	<ul style="list-style-type: none"> ● Plan, manage and oversee all elements of capital projects ● Creation and submission of capital funding grants including all evidence collections (CIF/Lottery). ● Fulfil the 'Client' role of CDM regulations 2015 ● Ensuring works completed in compliance with CDM Regulation 2015. ● Liaise with all stakeholders (LA/Diocese/ Planning departments) to ensure smooth delivery of projects from start to completion ● Full liaison with designer and main contractor for all estates projects. ● Ensuring projects are completed in budget and procured inline with the Trust Financial Procedures Manual.. 	<ul style="list-style-type: none"> ● Collaborate with the Estates team to ensure vision for the school is linked to future planned projects
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Catering

The Trust has an experienced Catering Lead who oversees and supports all areas of catering (in-house and external contracts). We deliver a high-quality dining experience using locally sourced, fresh ingredients, ensuring that our children receive healthy and nutritious food. Food is vitally important to a child's education, and we encourage and enable academies across the Trust to serve great, creative food that doesn't just fill our children up but feeds their imagination too. We actively work with each academy team to ensure that every child can access healthy nutritious foods.

Teaching the next generation how to cook and enjoy real food is crucial for their long-term physical and mental health, our Kitchen managers will support teaching staff in the delivery of this wherever possible. The service is provided for all academies in the Trust, with an evaluation of the best delivery model for new academies being carried out within the first 12 months of joining the Trust.

Catering Core Offer

Description	Catering Team	Academy/Team
To Provide an Excellent Catering Service	<ul style="list-style-type: none">● Following the School Food Standards● Using fresh, seasonal produce, always sourced responsibly, as local as possible● Ordering correct products and amounts● Monitoring and checking deliveries● Preparing, and cooking school lunches● Monitoring wastes level● Making sure all food is safe – temperature checks● Allergen checks● Special dietary requirements catered for● Monitor Catering equipment - reporting issues● Consulting our pupils about the food we serve, taking their views into account● Kitchens & equipment obtaining and maintaining an EHO 5* rating● Working with SLT and School Council to look at the best delivery models for the schools● Working with the staff to ensure meals and lunchtimes are inclusive for all	<ul style="list-style-type: none">● Ensuring parents/guardians know how to access free school meals● Promote UIFSM● Academy Heads/staff working towards a whole school approach towards food● Regular agenda point on the School Council's agenda , feed back to the Catering Lead● Staff to contact the Catering Lead for any special requirements

Culture & Environment	<ul style="list-style-type: none"> ● We put food at the heart of our academies and link up the kitchen and classrooms to ensure food is part of a child's education ● Make lunchtime fun ● Treating children as customers at lunchtime, always welcoming them with a smile and creating a relaxed environment in which they can enjoy their food ● Food looking enticing and being served with positivity, pride and expertise ● Working as a team across the academy community to promote a good food culture, making food fun and educational, and encouraging all pupils to eat it 	<ul style="list-style-type: none"> ● All staff- Support lunchtime provision , encouraging a fun and relaxed environment ● Encouraging our teaching and support staff to eat with the children
People	<ul style="list-style-type: none"> ● Consulting with the kitchen teams about the resources and support they need 	<ul style="list-style-type: none"> ● Whole Academy Training i.e. Safeguarding. Catering teams are included ● Catering teams receive emails from the academy they work in so are aware of what is going in the academy
Financial	<ul style="list-style-type: none"> ● Costed quality menus ● Monthly stock takes 	<ul style="list-style-type: none"> ● Ensuring parents/guardians know how to access pupil lunches and pay for them
Catering Compliance Documents	<ul style="list-style-type: none"> ● Kitchen Risk Assessments ● HACCAP ● Catering training records ● Compliance record book 	
Job Description for Catering	<ul style="list-style-type: none"> ● Write / update / review Job Description 	
Marketing and Promotion	<ul style="list-style-type: none"> ● Maximise meal uptake ● Theme days ● Engage with all stakeholders ● Tasting days for parents and pupils 	<ul style="list-style-type: none"> ● School councils - Speak to pupils to obtain feedback/ ideas ● School Admins - populate websites and regularly promote meals with photos on social media

General Data Protection Regulations (GDPR)



GDPR across the Trust is overseen by the Data Protection Officer (DPO), who holds responsibility for ensuring ongoing compliance with all relevant data protection legislation. The DPO provides expert guidance, training, and strategic oversight, supporting best practice in data handling, storage, and security. Working in close collaboration with the designated Data Controllers, typically Academy Heads and Administrators in each academy or setting. The DPO ensures that all staff are equipped with the knowledge and tools necessary to meet their obligations under current law. Compliance activities are systematically recorded and monitored through our centralised GDPR platform, providing transparency, consistency, and accountability across the Trust. This coordinated approach ensures a strong culture of data protection, safeguarding the personal information of pupils, staff, and stakeholders while reducing risk and upholding public trust.

Description	DPO	Academy
Data Protection	<ul style="list-style-type: none">● Identify and evaluate the Trust’s data processing activities● Provide advice to staff, Trustees and governors in relation to GDPR● Provide advice and instructions on how to conduct Data Protection Impact Assessments (DPIAs)● Manages internal data protection activities; raising awareness of data protection issues, training staff and conducting internal audits	<ul style="list-style-type: none">● Passes Subject Access Requests (SAR) to the DPO● Provides information as required for SARs● Ensures Academy staff remain vigilant against data breaches and training is provided.

	<ul style="list-style-type: none"> ● Investigate any breaches resulting in a report to the Information Commissioners Office (ICO) ● Acts as the first point of contact for the ICO and for individuals whose data is processed (staff, customers etc) ● Maintains records of processing operations ● Review and update key policies and procedures ● Performs audits and determine whether we need to alter our procedures to comply with regulations ● Liaise with Trust's Legal advisors on how to deal with privacy breaches ● Arrange for training on GDPR compliance for staff where necessary 	
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IT

The Trust's IT provision is delivered through a fully managed service partnership with Baytek, a trusted third-party provider. This arrangement ensures comprehensive support and a responsive service that aligns closely with the educational priorities and strategic goals of the Trust. By centralising IT procurement and deploying resources efficiently across all schools, we maximise value for money and ensure consistency in technology standards. Significant investment has enabled the development and implementation of a clear, forward-looking 5-year IT strategy. This plan ensures the Trust remains aligned with evolving technological standards, supports interoperability across platforms, and future-proofs our digital infrastructure. All colleagues benefit from access to a modern, robust, and comprehensive IT offer that enhances both teaching and operational effectiveness. This provision reflects our commitment to equipping staff with the digital tools and support they need to deliver excellence in education and drive innovation across the Trust.

