

<b>Job title:</b>	Interim Head of Operations
<b>Job ref:</b>	HFL1271
<b>Hours:</b>	37 per week (part-time / term-time only considered)
<b>Salary band:</b>	Band 6 £39,270 - £66,865
<b>Contract:</b>	Fixed term for 2 years
<b>Reports to:</b>	[TBC] and seconded to Herts County Council
<b>Team:</b>	Herts Music Service Leadership Team
<b>Location:</b>	[TBC]

## Our organisations

Herts for Learning Ltd (HfL) is the UK's largest schools company. Developed from Hertfordshire Local Authority's education services in 2013.

Hertfordshire Music Service (HMS) is one of the largest and most successful music services in the Country with a national reputation for excellence and opportunity. With over 560 instrumental and vocal teachers teaching over 25,000 children in schools and in our music centres across the county HMS has a presence in most major Hertfordshire towns, in the form of both school based tuition and music centres. The service is highly regarded within Hertfordshire for both the quality of service and the broader set of "common good" activities that it undertakes which the wider private sector market alone does not provide.

## Job context

The future of HMS is currently being considered as the challenges of trading effectively as an internal department of the Council, mount. The evolution of Music Service funding models over recent years is such that effective trading is key to a thriving and sustainable service.

HfL are excited to be seconding a Head of Ops to HMS as an interim post offered for the period of time in which the scope for future transformation and possible externalization of the service is planned (2 years). The role replaces the existing part-time business manager role recognising the challenges of planning and delivering organisational change in a rapidly changing world. This secondment will enable the role-holder to experience the culture of HfL and understand their experience of transformation whilst developing and creating the Operational strategy for HMS.

This role represents a unique and challenging opportunity to shape the musical learning landscape across Hertfordshire

## Purpose of the job

- To and reform the service delivery aspect of HMS.
- To investigate the effectiveness of the current pricing structure and evaluate that alongside viable alternatives.
- To generate opportunities for growth and ideas for innovation across the service.
- To realise efficiency savings throughout the organisation that allow the creative workforce to innovative and drive the service forward to match the customer needs.

## Main areas of responsibility

- Full accountability for the operational performance of HMS whilst meeting financial and quality targets.
- Ensuring that the cadre of inspiring music teachers are effectively deployed to develop first class musical opportunities for children and young people at every stage of their musical education.
- Providing well-researched recommendations on pricing strategies.
- Working with the senior management team to maintain and develop an effective organisational structure that is able to provide excellent service to all of our customers.
- Developing positive professional relationships with relevant business service partners that enable HMS to access first class support where needed.
- Working to maximise opportunities afforded by all changes in revenue generation, and translating this into optimum output for musical education across Hertfordshire.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

## Equal Opportunities

HfL is committed to the aim of ensuring that everyone who applies to work for us receives fair treatment and we positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, sex, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership and caring status. We expect all our staff to demonstrate a commitment to advancing equality of opportunity and fostering good relations.

## **Disclosure and Barring Service**

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

## **Health and safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Intellectual property rights**

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

## **Person specification**

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

## **Experience, knowledge and motivations**

First and foremost, the successful candidate will have a strong desire to achieve the far-reaching aims of HMS, including future transformation and possible externalisation, against the backdrop of a commitment to providing both the quality of service and the broader set of “common good” activities. A strong will to shape the musical learning landscape of Hertfordshire will be essential.

- Experience of senior responsibility for the delivery of operational excellence.
- Demonstrably knowledgeable, and understanding of, musical education.
- Demonstrable evidence of achieving targets for the delivery of high quality services.
- Experience of value engineering programmes across complex organisations.
- Experience of effective implementation of changes in a service environment.
- Leadership experience within a music education environment would be an advantage.
- Experience of working closely and successfully with schools and school colleagues.
- Well-developed oral, active listening and presentation skills with a wide range of people.

## Skills and abilities

- A dynamic, passionate and inspirational leader who can communicate their operational vision and inspire confidence
- Adept at bringing people with them and expert at understanding problems in relation to the whole picture, including the past, the present and the future
- Able to communicate a compelling vision and inspire confidence in the most uncertain times
- A person who is able to adapt their style to suit others, in order to achieve the strategic vision of the organisation
- High levels of confidence and the resilience to cope with the challenge of a change management programme
- Able to demonstrate success in setting and delivering against stretching financial targets
- A strong relationship builder
- A positive approach to service improvement and to a commitment to finding solutions which keep children and young people at the heart of all that we do
- The ability to role-model your positive approach to change whilst remaining sensitive to challenges and proactively finding solutions

## Problems to solve and decisions to make

The post has emerged from the existing Head of Service post with recognition that Musical Leadership is best delivered through a dedicated post with elements of the previous role including HR, Finance and Business Operations being undertaken by other post-holders within an HMS Leadership Team.

A key challenge of the post will be inspiring the teaching workforce to embrace the planned cultural change whilst reforming existing operations throughout the service. This will inevitably involve articulating a compelling case for change among a remote teaching workforce, ensuring they are excited to embrace new ways of working that will be critical to the success of any independent charitable organisation.

Moreover, the post-holder must inspire confidence in external partners around the planned change management including the Arts Council and Music Forum.

## Out of hours considerations

It is expected that the post-holder will be excited and willing to attend concerts and galas in evenings and at weekends.

## Application process

For an informal discussion regarding the role, Kate Aspinwall who would be happy to chat to you on 01438 843465.

Please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

To submit the application or to discuss any recruitment queries please email [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) or contact our Central Recruitment Team on 01438 843465.

**Closing Date: TBC**

**Interview Day: TBC**