



Pope Francis
Catholic Multi Academy Trust



Head of Compliance and Complaints

"Unity happens when we walk together"

Pope Francis

Welcome to Pope Francis Catholic Multi Academy Trust

Thank you for your interest in our Trust. We currently have four secondary schools (including an associate member) and four primary schools with a number of schools set to join the Trust this year.

We are at an exciting turning point in our development journey. The recent White Paper has provided clarity to schools across the country and reinforced the centrality of Trusts within our educational landscape. At the same time, the imminent launch of the Archdiocese of Liverpool's Academisation Strategy means that we will be growing significantly. This provides a real opportunity for our Trust to build its capacity and help our schools provide the best possible Catholic education for every child in every school.

Our Trust is committed to supporting schools to provide the best possible Catholic education which:

- Enables pupils to grow in their love of God and their neighbour in an environment rich in worship
- Recognises the uniqueness of each child by being highly inclusive
- Focuses on every child becoming a reader and confident with numbers
- Secures high attendance to enable all to flourish and secure high outcomes
- Has a well-qualified and motivated team of adults in which the unique contribution of each is recognised and that staff are developed professionally and empowered
- Is outward facing and a place where the joy of the Gospel is lived out
- Enables children to learn in safe, clean, warm and well-maintained buildings with modern ICT facilities
- Is in a financially robust position that is monitored carefully, thus ensuring limited resources have the highest impact for all

We have a distinct approach in trying to work towards this goal. We understand that each school is unique and has its own distinctive community to serve with its own priorities. At the same time, we are a Trust and being part of a Trust family will help bring about school improvement in so many different ways but especially by collaboration. Our model is not a transactional one or one of entitlement but one of accompaniment, support and challenge within a family of schools.

Warm regards

Andrew Dawson
CEO



Our community

We are a family of Catholic schools, established by the Archbishop of Liverpool to serve children, families and communities through the mission of the Church. We currently have four secondary schools (including an associate member) and four primary schools with a number of schools set to join the Trust this year.

We are proud to serve:



8
Schools



3792
Children



528
Colleagues



Our mission and values

“Unity happens when we walk together.”

Pope Francis

Inspired by the Gospel and the teachings of Pope Francis, we are united in our mission to provide the very best Catholic education that encourages every person to strive, achieve and flourish, mindful of the needs of others, with no one left behind.

Our values, inspired by Pope Francis’ ministry and responding to the needs of those who we serve in our schools, are our way of working, learning, serving, and being. They inform our decisions, and guide us in our actions. They are our starting point for our future and our reflections on our past.



Joy

We believe that Christian joy flows from knowing we are loved by God.

Joy shapes our schools and our Trust as places of hope, excellence, celebration and encouragement, where learning is meaningful and pupils find joy in doing their best and achieving.



Mercy

We place compassion at the heart of our communities.

Guided by mercy, we respond with forgiveness, restoration and understanding, always believing in the God-given potential for growth and change in all people.



Service

We are called to serve others with humility and generosity. Through servant leadership, we put the needs of children, families and communities first, forming young people who use their gifts for the good of others.



Dignity

Every person is made in the image and likeness of God and has inherent worth and unique gifts. We honour dignity by welcoming all, listening deeply, and ensuring that everyone knows they are valued, included, and supported to flourish.



Solidarity

We are many parts, one body. We work together for the common good, standing alongside one another - especially the vulnerable - acting with unity, responsibility and shared purpose to achieve our goals.



Stronger schools and better outcomes

By joining Pope Francis in this role, you will help to drive and lead a Trust that is already starting to have impact - but we are excited by the fact that we can achieve more.

In the last 12 months we have started to see real progress and momentum:

Primary School Improvement

Building on momentum and strengthening consistency

Our primary improvement strategy continues to gather pace, with collaborative networks, evidence informed practice, and strong cross school support driving outcomes. This year's priorities focus on embedding excellence in core curriculum areas and deepening our collaborative infrastructure.

What we are doing to enhance primary outcomes:

- Building on Trust wide gains in maths through daily retrieval practice and shared pedagogy.
- Rolling out targeted Reading intervention training across all schools.
- Developing schools as future host hubs to share specialist expertise (e.g., early years, reading).
- Establishing an Early Years Hub to support high quality early development.

"Thanks to our partnership with the Trust, we are starting to see real and tangible impacts across outcomes at all levels of our school. Our high aspirations are becoming a reality."

Secondary School Improvement

A clearer, more codified model of challenge and support

Our aim is to ensure every secondary school benefits from informed, structured and accountable support, enabling leaders to drive improvements with clarity and confidence.

What we are doing to enhance secondary improvement:

- Weekly visits to each school with a clear, priority driven agenda.
- Half termly accountability meetings with the CEO.
- Termly academy review meetings following a structured Standards Improvement (SI) model.
- A robust QA process that reflects the evolving Ofsted framework.
- A strengthened appraisal process that combines celebration, challenge, and tailored development targets.
- Strong SEND leadership and support
- Introduction of a Head of Secondary School Improvement, a Head of Teaching and Learning and Foundational Literacy and a Head of Mathematics and Foundational Numeracy to support learning and outcomes

Driving outcomes through teaching & learning

Creating a shared model of excellence

We continue to embed a shared Trust approach to teaching and learning - one that is high challenge, evidence informed and rooted in strong subject expertise.

What we are doing to raise outcomes

- Collective work on maths, science, English and RE curriculum development.
- A strengthened RAG culture where progress, prediction accuracy and next steps are regularly reviewed.
- Establishing professional learning communities in all core subject areas.
- Consistent Teaching & Learning frameworks implemented and adapted appropriately by each school.
- Developing coaching programmes and layered CPD (whole school, departmental and individual).



Inspiring enrichment opportunities

We are committed to offering a wide, exciting mix of co-curricular and enrichment experiences for all children in our schools.

During the past academic year, students of all ages have enjoyed activities such as inspiring author visits, theatrical performances and international adventures. A vibrant range of clubs and events have also been on offer - deepening learning and encouraging new interests.

We also host a range of cross-Trust curricular and enrichment events which bring together our schools, creating opportunities for us all to learn and celebrate together.



Prayer with Fr. Lius Orlando, a Jesuit Priest from Mexico



Silver DofE



Y10 Exploring Sacred Objects in Churches



Spanish Trip



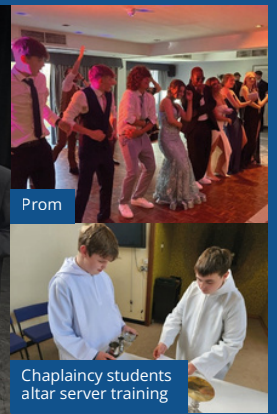
EYFS VE Day



Writing messages of friendship to SEST



Archdiocesan Public Speaking Competition



Prom



Chaplaincy students altar server training



Hamilton trip



Archdiocesan Public Speaking Competition



Bringing home Gold in Sefton Schools Athletics Event



Y7-8 Girls Football win League



Science Club exploring Chromatography



Y10 Cooking with Jamie Oliver breaking Guinness World Record



Cinema Trip (Polar Express) + Train



Y7 Summer camp

About the role

Job Title: Head of Compliance and Complaints

Pay Scale: NJC SCP 36-41 (£47,181-£52,413)

Location: Central Office with travel across Trust sites

Contract: Permanent, full time (36 hours per week)

Report to: Chief Finance and Operating Officer

We are a Catholic academy trust who prides itself on investing in our young people. If you are passionate about education and transforming children's lives this role is for you!

This role oversees strategic leadership for Trust-wide compliance, policy management, risk assurance and complaints handling.

You will ensure statutory, regulatory and contractual obligations are met, oversee complaint investigations and reporting, and promote continuous improvement.

In addition, you will support audit, inspection and regulatory review activity across the Trust.



Job Description

Compliance and Risk Management

- Produce regular compliance and complaints reports for Trust leaders
- Lead the Trust compliance framework
- Maintain compliance calendars and risk registersMonitor safeguarding, GDPR, DfE/ESFA and Academy Trust Handbook compliance
- Report compliance risks and assurance findings

Policy Leadership

- Lead policy development and review
- Manage policy cycles and publication
- Ensure legislative compliance





Complaints

- Oversee Trust complaints procedures
- Advise leaders on complaint handling
- Track complaints and identify trends
- Ensure timely and fair resolutions
- Report lessons learned to senior leaders and governors
- Coordinate formal complaints and ensure escalation processes are followed appropriately
- Produce regular compliance and complaints of reports for Trust leaders. Training and Support
- Deliver compliance and complaints training
- Develop guidance and templates
- Track SAR and identify trends.

General

- Ensure effective records retention and information management processes
- Work across Trust schools
- Maintain confidentiality
- Support the Catholic ethos
- Promote a culture of accountability, transparency and continuous improvement across the Trust



Person Specification

Qualifications	Essential/ Desirable
Degree level qualification or equivalent experience	E
Relevant CPD in compliance, policy or risk	E
Compliance or risk management qualification	D
Education compliance qualification	D

EXPERIENCE	Essential/ Desirable
Significant compliance or regulatory experience	E
Managing compliance frameworks	E
Policy drafting and review	E
Risk management and assurance work	E
Experience in academies or MATs	D

Experience (<i>continued.</i>)	Essential/ Desirable
Experience supporting audits or inspections	D
Experience in Catholic organisations	D
KNOWLEDGE	Essential/ Desirable
Academy Trust Handbook and DfE requirements	E
GDPR and information governance	E
Safeguarding compliance requirements	E
Risk management and assurance processes	E
SKILLS	Essential/ Desirable
Strong analytical and organisational skills	E
Excellent written communication	E
Ability to manage multiple priorities	E

SKILLS (<i>continued.</i>)	Essential/ Desirable
Ability to interpret legislation and translate into operational practice	E
High attention to detail	E
Ability to provide professional challenge and independent assurance	E
Experience with governance/compliance systems	D
Training delivery experience	D

PERSONAL QUALITIES	Essential/ Desirable
Integrity and discretion	E
Resilient and methodical approach	E
Strong problem-solving skills	E
Commitment to best practice	E
Commitment to Catholic education and Trust values	E

A photograph of two young boys in an art room. They are both wearing red plastic aprons over their school uniforms. The boy on the left is looking down at his work, while the boy on the right is using a paintbrush to apply orange paint to a white plate. In the background, there are shelves with various colorful artworks and art supplies.

Pope Francis Catholic Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

Pope Francis Catholic Multi-Academy Trust is committed to ensuring that the Trust complies with all legislative requirements on safeguarding and child protection and that the Trust actively promotes diversity, unity and community cohesion and that it supports pupils to become successful, compassionate citizens. The Trust will ensure a continual focus on equality as measured by pupil progress and outcomes.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exclusive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.

How to apply

Closing Date: Monday 6th July at 9am

Interviews: Tuesday 14th July

For further information about the role, please contact Louise Jones at louise.jones@pfcmat.org

Please visit www.joinpfcmat.co.uk and download the relevant application forms.

Applications must be made on the CES Application Form and the supporting statement should be set against the criteria laid out in the Person Specification. It must not exceed 1300 words. No other information will be considered.





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