

Professional Communities Manager

Information
pack



Confederation
of School Trusts

The voice of school trusts

Welcome to the Confederation of School Trusts

Introduction from our chief executive

Thank you for your interest in joining our team.

We are privileged to support schools in their mission to provide high quality inclusive education. As a membership organisation, our role is to ensure colleagues at academy school trusts across England can honour the trust they hold on behalf of children and young people.

We advocate for trusts, working with government, policy makers, and sector experts. Our constructive approach on policy is respected and influential.

We connect trusts to each other through our network of professional communities and our in-person conferences and events and connect them to leading voices and suppliers through regular briefings and our strategic and commercial partnerships.

We support trusts through published guidance and advice, topical webinars, and a range of bespoke development services.

We are a charity, funded by membership fees and by our wholly owned trading company, CST Professional Development, whose profits support our charitable work.

As an organisation we strive to follow the Seven Principles of Public Life, aiming to follow the same good practice we expect of our members. We aim to have an open and inclusive culture, encouraging colleagues to support each other within and across our teams.

We have colleagues working across the country, but we come together regularly using technology and in-person to ensure we can continue to build the personal relationships that are so rewarding.

I hope you enjoy finding out about CST and this job role and thank you again for taking the time to consider supporting us as we help trusts deliver on their promise to the next generation.

Leora Cruddas CBE
Chief Executive



cstuk.org.uk



Leora, our Chief Executive

About the role

Key information at a glance

Job title: Professional Communities Manager

Reporting to: Director of Membership

Line Manager Responsibility for: Professional Communities Co-ordinator

Location: This is a remote UK-based role with regular travel to CST's national and regional events, mainly in Birmingham and London. Candidates within reasonable travel distance to these locations are preferred.

Salary: £41,603 - £45,470 a year.

Pension: We offer a workplace pension and life assurance scheme. CST makes contributions equivalent to 10% of your gross salary.

Annual leave: Initially 25 days annual leave plus bank holidays, with an additional two days leave after three years' service.

Working hours: Full-time 37.5 hours.

Application Closing Date: Wednesday 27th August 2025, 12 noon.

Interview Date: First stage interviews will be conducted on Tuesday 9th September 2025, second stage interviews will be conducted on Thursday 11th September 2025.

Job overview

The Professional Communities Manager leads the development, content curation, and operational delivery of CST's 11 Professional Communities. These networks, events, and forums are a core benefit of CST membership and are provided free of charge to members.

This is a proactive, member-focused role that blends operational excellence with strategic content oversight. The postholder will work directly with community chairs, subject experts, community supporters, CST platinum partners and members to ensure that all communities are vibrant, professionally hosted, and deliver high-quality, relevant content.

The role also plays a key part in ensuring a joined-up approach to content across CST's full range of activities, working closely with the professional learning and conference teams and partnerships to ensure alignment and maximise value for members.



Key responsibilities

Strategic Development and Continuous Improvement

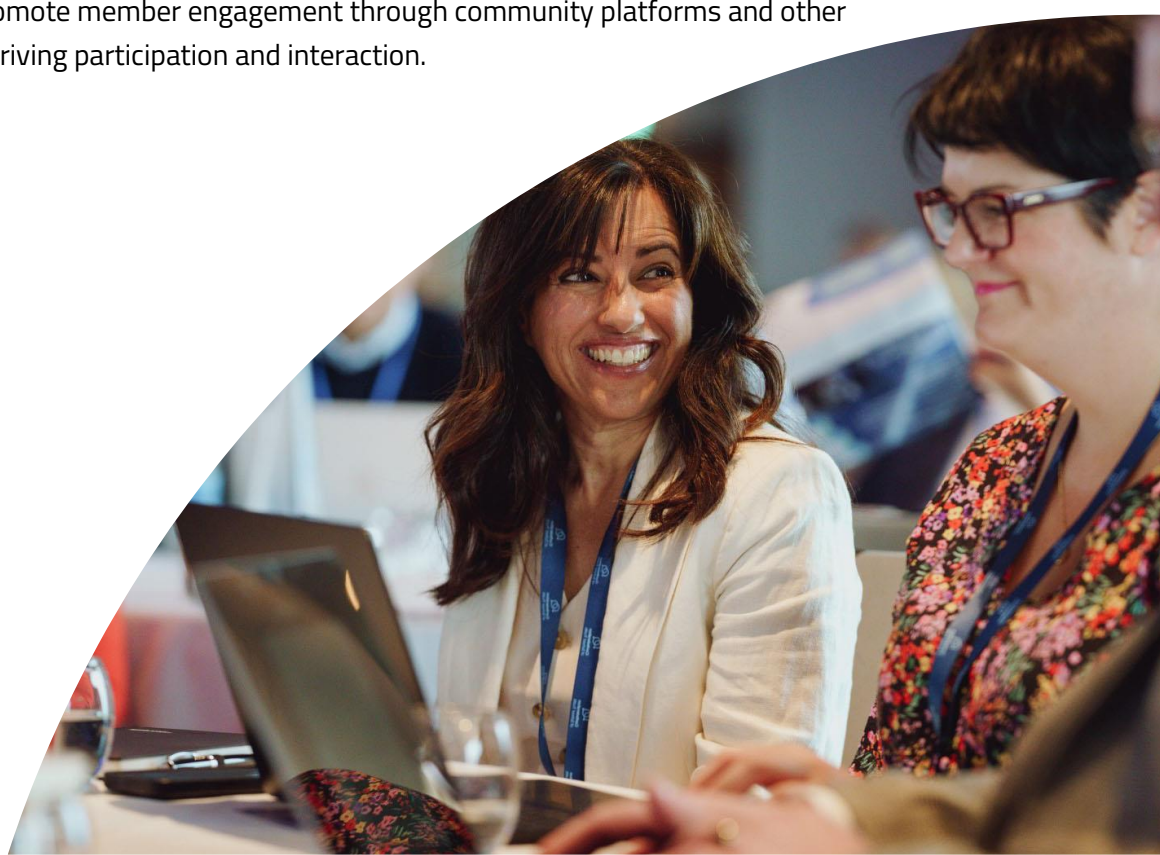
- Develop and implement strategic plans to strengthen the value, engagement, and content of CST Professional Communities.
- Set clear objectives and KPIs to monitor success and drive continuous improvement of community services.
- Regularly evaluate community activity, identifying ways to increase engagement, relevance, and impact for members.

Community Content Curation and Management

- Oversee the quality, consistency, and relevance of content across all 11 Professional Communities, ensuring alignment with member priorities and organisational objectives.
- Work in partnership with community chairs, subject experts, community supporters and CST's platinum partnerships to proactively commission, curate, and quality-assure community content (e.g., webinars, blogs, resources, discussions).
- Work closely with the professional learning and conference teams to ensure a joined-up, coherent approach to content across CST activity, avoiding duplication and enhancing overall member value.
- Identify content gaps and work creatively, including drawing upon resources and contacts within the policy and partnership team to address them, ensuring a balanced and evolving programme across the communities.

Community Engagement and Facilitation

- Lead and facilitate virtual and in-person community events, ensuring professional delivery and high-quality member interaction.
- Support and brief speakers, chairs, and contributors to ensure a consistently excellent experience for members.
- Actively promote member engagement through community platforms and other channels, driving participation and interaction.



Stakeholder Relationships

- Build and maintain strong relationships with CST members, community chairs, speakers, and supporters.
- Collaborate with internal colleagues across membership, communications, professional learning, policy, and conference teams to maximise the impact of community activities.
- Manage relationships with sponsors where appropriate, ensuring alignment with CST values.

Digital Platform and Event Management

- Oversee the effective use of digital and platforms (including CiviCRM and Hivebrite,) to host communities, deliver events, and share content.
- Manage operational aspects of events and online communities, ensuring smooth logistics and excellent user experience.

Data, Insight, and Reporting

- Monitor and report on community engagement, content performance, and member feedback, using data to guide improvements.
- Lead the ongoing development of data processes for the communities, ensuring accurate insights are captured and shared.

Team Leadership and Development

- Manage, develop, and support the Professional Communities Coordinator, fostering a collaborative, high-performing culture.
- Encourage learning and development across the team to ensure consistently excellent member service.

Adaptability and Wider Contribution

- Contribute to broader membership engagement strategies and initiatives.
- Undertake any other duties as required by the Director of Membership to support CST's mission.



Person specification

Essential skills and experience

- Experience in curating and managing professional content, with the ability to quickly understand and synthesise information across a range of complex subject areas.
- Strong track record of developing and delivering strategic community or membership initiatives.
- Excellent relationship-building and stakeholder management skills, able to engage confidently with members, senior leaders, and subject experts.
- Proactive, member-focused approach with a drive for continuous service improvement.
- Experience in facilitating professional meetings and events, both online and in-person.
- Data-literate with experience using insights to inform decision-making and demonstrate impact.
- Strong project management skills, with the ability to plan, coordinate, and deliver multiple activities and workstreams to deadline.
- Strong written and verbal communication skills, with attention to tone and audience relevance.
- Collaborative approach, with a track record of working across teams to align workstreams and deliver coherent member experiences.

Desirable Skills and Experience

- Experience in the education sector or membership organisations.
- Experience using digital community or membership platforms (e.g., Hivebrite, CiviCRM).
- Experience in line management and team development.

Personal Qualities

- Proactive, member-centric, and committed to high-quality service delivery.
- Curious, quick to grasp new topics, and intellectually agile.
- Collaborative, flexible, and comfortable working across organisational boundaries.
- Committed to equity, inclusion, and the values of the organisation.
- Upholds the Nolan Principles of public life, acting with integrity and discretion.



More about working for CST

A flexible organisation

Our staff are spread across the country, with most working from home. Most staff work common core hours, but with the flexibility to fit around home life – several colleagues work part time or compressed hours. We use technology to meet regularly in teams and as an entire organisation and get together in person at our events and at team and all-stay away days.

Workplace pension and life assurance

We offer a workplace pension and life assurance cover worth three times your gross salary. CST's contribution is equivalent to 10% of your gross salary. Your contribution, should you choose to join the scheme, is a minimum of 5% of your salary.

Annual leave entitlement

You are initially entitled to 25 days annual leave plus bank holidays, with an additional two days after three years. We have additional arrangements for carers leave, leave for new parents, and special leave. Pro-rata for part time employees.

Staff engagement listening forum

Our staff forum helps provide feedback on working at CST, helping us reflect as an organisation and to make changes to make it a better place to work. The work of the forum has led to changes to things like training and leave arrangements, based on employee suggestions.



How to apply

To apply, please send a CV and covering letter to recruitment@cstuk.org.uk by 12 noon Wednesday 27th August 2025.

Education is universal, and we believe it is important that our staff reflect the diversity of our members' schools and the children that they serve. We welcome applications from every background. Several of our staff work part time or compressed hours to help ensure a good balance between work and home life.

If you need any help applying or have any questions about the role, please just let us know.



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Steve, our Deputy Chief Executive



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