

# Lucy Sullivan — Pupil Services Manager for Oxfordshire and Berkshire

## Career Progression

In November 2015, Lucy began her career in education as the school business manager (SBM) at Southwold County Primary School. By April 2016, the school had merged with The White Horse Federation.

Since being part of the staff that joined the federation, Lucy has stepped up to the role of senior pupil services officer. In this position, she has seen the Reading, Oxfordshire, and Gloucestershire hub emerge and taken on the role of pupil services manager on a full-time basis.

## Federation Support

Lucy identifies the support she has received from the moment she stepped in the pupil services manager as key to her successful progression. Although it was a huge learning curve, by the end of her first week in the role, she had mastered three different MIS systems and covered two local authorities with their different procedures, policies, and regulations. Lucy's director, Georgina Kinnear, is always contactable over the phone, and the pupil services manager team meets three times a year and shares best practice through calls on Microsoft Teams.

## What They Say

"I am a real advocate of The White Horse Federation and have seen first-hand, both as a parent and as a member of staff, the achievements and improvements made by the schools who have become part of the federation, and have proudly supported two of my schools through Ofsted so far."