



Job Title	Commercial Operations Manager
Job Family	Enterprise
Line Manager	Commercial Manager
Key Stakeholders/Internal Customers	Enterprise team, Sports coaches, facilities team
Hours	40 hours per week, however, due to the nature of the role you will need to be flexible in your hours of work to suit operational needs. This will include some evening and weekend work.
Contract Type	Permanent, All year round
Holidays	25 days, plus Bank Holidays and Christmas Closedown
Location	Repton
Salary	Up to £35,000 per annum depending on experience
Benefits	Employer Pension Scheme Sports Centre Membership
Role Overview	
The Enterprise Operations Manager leads the planning, coordination and delivery of a portfolio of Enterprise events, with particular focus on residential and day camps, ensuring an exceptional experience for every participant. They manage staffing, logistics and compliance to keep operations running smoothly and safely. The role also supports wider commercial and school events, providing high-quality operational oversight. This position is central to maintaining outstanding standards across all camps and events throughout the year.	
Role Responsibilities	
Preparation & Planning <ul style="list-style-type: none"> Lead operational planning for all Repton Sports Camps, ensuring schedules, equipment, accommodation, welfare systems and facilities are fully prepared. Facilitate external hirers of Repton facilities to deliver residential and day camp activities. Work closely with coaching leads to match operational logistics with the technical requirements of each sport (e.g., swimming, cricket, football, tennis and hockey). Operational Delivery & Daily Leadership <ul style="list-style-type: none"> Oversee the full day-to-day running of camps and commercial activities, ensuring punctual, smooth and safe delivery of all programmed activities. Act as the on-site operational lead, resolving issues quickly and maintaining consistent delivery standards. Maintain a supportive and visible presence across training venues, residential spaces and communal areas. Staffing & Team Coordination <ul style="list-style-type: none"> Onboard, train and manage operational, pastoral and seasonal staff to uphold Repton's expectations for professionalism, safety and participant experience. Lead staff briefings, daily coordination and deployment across activities, dining, residential and guest-service areas. Safeguarding, Welfare & Compliance	



- Uphold Repton School's safeguarding policies and act as a welfare lead, ensuring all participants are safe, supported and appropriately supervised.
- Ensure full compliance with health & safety procedures, emergency protocols, risk assessments and regulatory standards.

Participant, Parent & Visitor Experience

- Create a welcoming, inclusive and aspirational environment where participants feel confident, supported and engaged.
- Manage communication with parents before, during and after camps, providing updates, reassurance and professional handling of enquiries.
- Support the delivery of arrivals, departures, briefings, evening activities and showcase events.

Logistics & Operational Systems

- Oversee logistics across transportation, equipment management, facility utilisation, signage and inventory.
- Coordinate with catering, cleaning, medical, estates and security teams to ensure a high-quality environment throughout camp.

Quality Assurance & Continuous Improvement

- Monitor programme quality during delivery, ensuring facilities, coaching areas and participant touchpoints meet Repton's high standards.
- Gather feedback and contribute to the ongoing improvement of Repton Sports Camps and wider commercial offerings.

Alongside Sports Camps, the Camp Operations Manager supports the smooth delivery of Repton's broader commercial events portfolio. This includes but is not limited to conferences, theatre lettings and visiting sporting groups. The role coordinates facility setups, logistics, guest flow, equipment requirements and compliance to ensure all events run to a professional standard. Acting as a key liaison for organisers, visiting teams and external partners, the Camp Operations Manager helps showcase Repton's facilities and delivers a high-quality experience for all visitors throughout the year.

Person Specification

Essential:

- Strong educational (A-level or equivalent)
- Proven experience in delivering large-scale camps, events, residential programmes or similar operational environments.
- Experience managing and coordinating staff teams, including seasonal or shift-based teams.
- Demonstrable experience of managing logistics, schedules and operational planning.
- Experience working in customer-facing or guest-service environments.
- Experience implementing health & safety procedures and risk assessments.
- Confidence in managing operational challenges and responding quickly to issues.
- Competence with standard IT systems (e.g., Microsoft Office, scheduling tools).
- Ability to work independently and take ownership of operational delivery.
- Strong attention to detail and a commitment to maintaining high standards.

Desirable:

- Additional qualifications in sports coaching, leisure management, event management or child welfare.
- Experience working in an independent school, sports centre or residential setting.
- Experience supporting high-performance or elite sports environments.
- Experience using booking systems or event-management software.
- Understanding of marketing or customer journey principles in a commercial or school setting.

Other Important Information

Safeguarding

Promoting and safeguarding the welfare of children and young persons for whom you are responsible and with whom you come into contact is a critical part of all roles at Repton/Repton Prep.

Under the Sexual Offences Act 2003 it is a criminal offence for a person over 18 (e.g. teacher, matron, sports coach) to have a sexual relationship with a child under 18 where that person is in a position of trust in respect of that child, even if the relationship is consensual. This applies where the child is in full-time education and the person works in the same establishment as the child, even if s/he does not teach the child.

Moreover, whatever the age of the pupil, a sexual relationship between an employee and a pupil will be considered an abuse of a position of trust and gross misconduct, likely to result in dismissal.

Health

The successful applicant will be required to complete a Health Declaration once a formal offer of employment has been made and accepted.

Children Act and Referees

Successful appointment will be dependent upon statutory criminal conviction checks including an enhanced DBS Check in accordance with the Children Act, as well as favourable reports from two referees. It will be assumed that the school may contact your nominated referees without further reference to you, unless you specify any alternative arrangements.

Child Protection Policy

All applicants must be familiar with our Child Protection Policy which can be found at [Safeguarding Children and Child Protection Policy-2535.pdf](#)