

Job Title	Commercial Operations Coordinator
Job Family	Enterprises
Line Manager	Commercial Operations Manager
Key Stakeholders/Internal Customers	External customers, Head of Facilities, Director of Facilities and Services, Head of Departments, Catering Manager, Sports Centre Manager & Enterprises Manager.
Hours	This is a full-time appointment. You are expected to work an average of 40 hours per week but will need to be flexible in your hours of work to suit operational requirements. You will not be paid overtime, being expected to take time off in lieu instead.
Holidays	25 days paid holiday plus the Bank Holidays and the Christmas close-down.
Location	Repton Senior and Repton Prep campuses
Benefits	Employer Pension Scheme Sports Centre Membership
Role Overview	
This is an opportunity to facilitate in the delivery of high-profile events within a prestigious and fast-growing Enterprise environment. As Commercial Operations Coordinator, you will be at the centre of residential camps, weddings, conferences and large-scale lettings, shaping exceptional client experiences from first enquiry to final delivery. Working across departments and with external partners, you'll combine commercial awareness, operational precision and outstanding customer service to ensure every event runs seamlessly. If you thrive in a fast-paced setting, enjoy bringing complex plans to life, and want to make a visible impact in a dynamic commercial operation, this is a role where you can truly take ownership and excel.	
Role Outcomes	
<p>Enterprises Administration – Provide efficient and excellent administrative support for the Head of Enterprises. This will include communication with enquiries and existing customers such as Courses, residential and day lets.</p> <p>Contribute to all relevant corporate policies ensuring all procedures are up to date and adhered to in accordance with legislations.</p> <p>Collect and store customer data appropriately</p>	
<p>Event Sales & Operations – Host customer visits and convert customer enquiries into bookings to develop future and repeat business.</p> <p>Work collectively with Enterprise management team to contribute to the development of a highly effective, motivated, and performing team of enterprise staff.</p> <p>Contribute to the development of new courses and camps, play a significant role in delivery of</p>	
Key Performance Indicator(s)	
<p>Feedback from customers</p> <p>Observation/Evidence of behaviour</p> <p>Event Management Plans</p>	
<p>Manager and customer feedback</p> <p>Observation/Evidence of behaviour</p> <p>Financial reports</p> <p>Review of Health and safety documentation</p> <p>Feedback from safeguarding team</p>	

<p>residential camps and courses, a point of contact for customers.</p> <p>Contribute to the overall operations of enterprise bookings and school where applicable.</p>	
<p>Manage communication and logistics with all departments, customers, and stakeholders.</p> <p>Support and contribute to achieving financial budgets.</p> <p>Ensure the schools safeguarding policies are complied with during commercial events.</p>	
<p>Other Duties. A flexible and supportive, can-do approach to deliver successful enterprise events.</p> <p>Support and contribute to the development of marketing internally and externally.</p>	<p>Feedback</p> <p>Evidence of behaviour</p> <p>Social Media engagement</p>
Role Responsibilities	

Duties

Your duties will include but not be limited to:

- Maintain and update all relevant corporate policies and procedures relating to the management of the Enterprise staff. Relevant policies include the Equal Opportunities Policy, Health & Safety Policy and Child Protection Policy.
- Recruiting of operational staff needed to run the operation successfully, including temporary/seasonal/casual staff.
- Assist with the day-to-day management of Enterprises activities.
- To ensure an effective event operation that provides consistent brilliant customer service.
- To ensure robust end-to-end events systems and procedures are maintained and adhered to including health and safety documentation.
- To carry out pre, during and post event checks, ensuring that event equipment is fit for use and report any defects in a timely manner to ensure successful event delivery.
- To ensure the provision of a high standard of cleanliness, presentation and safety for all events and functions.
- To ensure that all events administration processes are maintained to ensure effective operation for all enquiries, bookings, financial accounting, event management plan communications and IT systems.
- To produce event documentation that ensures all relevant parties are communicated with promptly and in a timely manner.
- To contribute to the production of event costing and the effective planning and booking of any event crews, cleaning teams, maintenance and building changes etc required for each event.
- To be the main contact on the event day to ensure the organisers needs are met.
- Liaise with external companies and departments to order and hire in any associated event equipment and/or signage.
- Where required, to open and close the building to enable access for such suppliers/contractors as event crews and technical to enable effective event set-up and delivery.
- Contribute to the delivery of a marketing plan by creating posts for all areas of enterprise on the various social media channels we operate.
- Supporting duties within the school when applicable.
- Assist in the selling of day lets and events at Repton School, contribute to attracting new business.

- Help with the administration of budgeting and accounting for all Enterprises activities, in close liaison with the Repton School accounts department, including.
 - Maintaining the petty cash register
 - Calculating temporary staff hours and wages
 - Overseeing the issuing of invoices for all enterprise activities
 - Purchase and maintain all stock levels required for events.
 - Contribute to achieving budget

Person Specification

Experience

Essential

- Have previous commercial operations experience.
- Working as part of a team.
- Large event operational experience.

Desirable

- Experience working in an educational establishment.
- Experience in Summer Schools/Residential courses
- Commercial sales in hospitality.
- Health and safety qualification.
- Experience working in the Wedding industry.

Skills

- The ability to communicate clearly with colleagues at all levels.
- Be a good team player.
- High attention to detail and levels of accuracy.
- Highly IT literate with Office 365 package. Particularly, a confident user of Outlook and Excel (e.g. pivot tables and formulae).
- Highly organised with a proven track record of delivering high quality work to expectations, and on time.
- Be a motivated individual and able to motivate others.
- Ability to meet tight deadlines, prioritise tasks and adapt to changes in deadlines and requirements.
- The ability to positively embrace changes and new challenges.
- Care and attention, particularly for all aspects of health and safety and safeguarding

Personal Style

- Be positive and professional.
- Solution-oriented and with a can-do attitude.
- Able to focus and work calmly under pressure.
- You will be honest and open, but also highly trustworthy and able to deal with sensitive or privileged information with absolute confidentiality and discretion.
- Professional in appearance and demeanour.

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 Senior & 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

<https://www.repton.org.uk/userfiles/reptonmvc/Documents/06-Key-Information/Employment-Opportunities/170916-Child-Protection-and-Staff-Behaviour-Policy.pdf>