



Job Description

Events and Operations Co-ordinator

THE SCHOOL

RMS is a leading independent girls' day/boarding School with 940+ pupils aged 2 to 18 and over 240 teaching and support staff, situated on a 200-acre parkland site near Rickmansworth in Hertfordshire. Potential candidates are strongly encouraged to visit the school website www.royalmasonic.herts.sch.uk for more information about our thriving school, with its excellent value added results and inclusive community spirit that encourages both girls and staff to work to their potential and beyond.

THE ROLE

This post assists the Operations Manager with the development of the school's commercial activities in order to maximise revenue, acting as the first point of contact to enquirers wishing to hire the school's facilities via email and in person.

The successful applicant will therefore be responsible for the day-to-day administration associated with this area of work and liaison with a wide range of clients including school staff, local community groups and commercial organisations to determine their requirements and ensure the successful delivery of events on site.

In addition, the post-holder will provide administrative support to operational colleagues involved in the delivery of Catering and Housekeeping services.

There may be occasions when attendance on site outside of normal school hours i.e. at evenings and weekends is required to liaise with external organisers.

JOB SPECIFICATION

Overview:

The Co-ordinator will be responsible for the effective delivery of commercial events and the administration of Operations.

Main Duties and Responsibilities

External Hire of School Facilities

- Ensure all enquiries from external clients are dealt with in a professional and timely manner
- Arrange 'show-rounds' for prospective clients and determine organisers' requirements
- Book relevant space and confirm requirements back to the client, together with terms and conditions of hire
- Liaise with key service providers including Caretaking, Housekeeping, Catering, IT and Grounds in order to ensure the smooth delivery of requirements
- Ensure all deposit requests, invoicing and payment processes are followed
- Maintain log of invoices raised and cross-reference these with Budget Viewer income
- Liaise with clients to ensure prompt payment
- Collate Boarding House Packs in preparation for residential business during Easter and Summer holidays.
- Ensure that events and residential lettings are run with due regard to the safety and welfare of staff and attendees, that risk assessments are carried out when necessary and that all relevant health and safety information is on file.
- Request post-event feedback via Survey Monkey and provide follow-up action.

School Events

- Provide administrative support with regards to the booking of a busy calendar of meetings and events via the School's Outlook Calendar
- Maintain the Operations file of all meetings and events on site
- Follow up any missing forms or unclear requests on event forms with the Organiser
- Attend the weekly Events Meeting
- Liaison with FORMS (PTA) colleagues and OMGA (alumnae) to determine their requirements, produce event forms and ensure space is booked.
- Liaison with other external but non-profit making organisations who use our facilities including SWHAS, Cadets and community groups such as Beavers/Brownies/Guides visiting the Planetarium and Observatory.
- Produce and circulate the weekly events summary and Duty List to members of staff via the Staff Bulletin
- Produce event signage for School and external events

Operational support

- Provide meeting support by scheduling dates, drafting agendas and producing notes for termly meetings with Boarding/Housekeeping staff and Boarding/Catering staff.
- Production of School menus for publication on the website and Catering noticeboard
- Production of fine dining menus/place-cards for small dinners
- Provide support where there are other presentational requirements e.g. half termly Boarders' Family Suppers, Open Day, Fairtrade Fortnight etc.
- Create surveys and assist with feedback regarding internal services provided
- Assist with the dissemination of information to Catering and Housekeeping staff via team noticeboards.

PERSON SPECIFICATION

Experience and skills - Essential:

- Previous experience of event management gained in a Hotel, Conference venue, or similar environment.
- Excellent interpersonal skills both in person and on the telephone, with the ability to communicate at all levels.
- Proficiency in Microsoft Office software – Word, Excel and Outlook, with particularly high levels of competency in the latter.
- Excellent organisational and planning skills, with a keen attention to detail.
- Demonstrable literacy and numeracy skills

Desirable

- Previous experience of operations/logistics would be advantageous.
- Previous marketing experience would also be valuable

PERSON PROFILE

Personal Attributes:

The successful holder of this post will need to demonstrate:

- a customer-focussed approach
- the ability to work individually as well as part of a team
- a proactive approach
- flexibility with regards to hours worked and duties performed. Opportunities to sell the facilities are greatest during school holidays so it is important that the post holder is available during these times.

TERMS OF EMPLOYMENT

The terms of employment include:

- 25 hours per week (over 5 days), 52 weeks per year.
- Salary scale S15-S19: between £14,794 - £16,185 (£22,192 - £24,278 FTE)
- 6 weeks holiday pro rata per year
- Free school lunches
- Free car parking
- Access to the RMS Pension Scheme with 5% contribution from the employee which is matched by the employer.
- Preferential gym membership
- School fee discount – subject to terms and conditions of the policy

DISCLOSURE AND BARRING SERVICE

The School is a 'Registered Body' under the provisions of the Police Act 1997 because employment at the School involves access to children under the age of 18. This post will require an Enhanced Disclosure and Barring check from the Disclosure and Barring Service (DBS) before an offer of employment can be confirmed.

SAFEGUARDING CHILDREN

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with the School's Safeguarding Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to the Head.

REVISION OF JOB DESCRIPTION

According to the development and requirements of the School, Job Specifications will need to be reviewed and updated periodically, after consultation with the Job Holder.