

EVENT OPERATIONS MANAGER

Job Title	Event Operations Manager	Contract duration	1 year fixed term. 3 months' notice.
Department	Facilities Department	FT/PT	Full time – Full year
Reports to	Deputy Director of Estates & Facilities	Salary	£39,090 - £46,879
Hours	40 hrs per week (1 hr unpaid lunch)	JWF Salary Point	Scale Point 28-34
	Monday to Friday 08:00 to 17:00	Location	Whitgift School, South Croydon

JOB SUMMARY

The Whitgift School Facilities & Estates Department is responsible for the maintenance and development of the 48-acre Haling Park site in South Croydon. As home to a 1550-pupil leading independent school with an impressive academic and sporting record, the requirement to provide first class facilities is a challenging, but exciting task for all of those involved. The Event Operations Manager will work closely with the Deputy Director of Estates & Facilities who leads the Maintenance, Facilities, Sports Facilities, Audio Visual & Production and Porters Teams.

The School operates a busy year-round calendar which requires extensive planning to ensure that events can take place, at the best time, in the best venue. Many events take place annually, but events are always added and vary from term to term and year to year. This means that all elements need to be considered, including set up/strike of the event, furniture, decoration, catering, cleaning and AV support, as well as impacts on other activities which may require alternative provision. Flexibility should be given, but there must also be a strict deadline, to ensure the provision of the above involvements.

JOB DESCRIPTION

The Event Operations Manager will manage the day to day running of the site. This includes logistics/co-ordination, provision of facilities, catering for events, cleaning, security and health and safety. The day-to-day management of a number of these tasks is delegated to Heads of Teams, but the Event Operations Manager will be available to provide advice, guidance and decisions on the broader issues relating to day-to-day operations.

The duties of the Event Operations Manager are at the discretion of the Deputy Director of Estates & Facilities, in line with those set out below and including such additional related tasks as the Director of Estates & Facilities may from time to time determine. The post is offered as a fixed term contract so that the logistics of a calendar year can be documented for future reference in order to streamline processes. It is anticipated that improvements in calendaring generally may result in a shift in focus in the future, but it is likely that a similar role will become an embedded component of the Estates & Facilities Department.

MAIN DUTIES AND RESPONSIBILITIES

- Oversight and proactive monitoring of School Facilities
 - Auditing and monitoring the condition of Facilities

- Working with the DDE&F to programme maintenance and improvement works
- School Calendar
 - Draft/Update School Year Planner considering logistics and staffing
 - Oversee workflow from calendar entry to room booking
- Arts Calendar
 - Draft/Update Arts Calendar Year Planner
 - Advise on event logistics/staffing
- Logistics planning for events encompassing:
 - Liaising with stakeholders to determine requirements
 - Drafting layouts and plans
 - Staffing
 - Parking
 - Cleaning
 - Documentation
 - Reflection, including recording post-event analysis in order to provide a blueprint for the future
- Health & Safety
 - Oversight of the work carried out by the Facilities Department and associated contractors
 - Draft/update/review RAMS and SSoW
- Oversight of Security and Cleaning Contracts
- Line Management of Facilities Coordinator and Head Porter
- Attend Calendar, Arts Calendar, H&S, Support Staff Team Leader and Facilities meetings
- Administrative duties including:
 - Email response including prompt responses to enquiries
 - Calendar management for the DDEF
 - Oversight of Maintenance Helpdesk
- Deputise for the Deputy Director of Estates & Facilities in their absence

PERSON SPECIFICATION

Essential

- Leadership and management skills are a priority as is the ability to work with others in a close-knit team
- Experience in a managerial role including performance, welfare, customer service and administration
- Good knowledge and understanding of current Health & Safety regulations, First Aid, Fire and Security awareness and Customer Service
- Competency in Microsoft Office and digital platforms
- Excellent interpersonal skills and ability to build effective working relationships with stakeholders; (this position requires a high degree of collaboration in driving service excellence and the post holder will be expected to drive exacting performance standards as required)
- Excellent written and verbal communication skills
- Excellent organisational skills and commitment
- Ability to problem solve and to be adaptable

- Ability to prioritise and manage changing deadlines
- A calm clear-headed ability to work under pressure, make accurate decisions quickly, prioritise work to meet deadlines
- Ability to take control, remain calm, think clearly and reassure those around them at times of accidents or incidents
- Ability to take into account differing views or priorities before making balanced recommendations or taking action
- Professional that acts with discretion and tact even in challenging situations
- Demonstrate initiative and sound judgement
- Flexibility and adaptability and willing to strive to achieve the best end result for the School
- Readiness to take on responsibilities as required
- Integrity and honesty are essential
- Dependability and trustworthiness are paramount.

Desirable

- Fast Learner
- GCSE over 5 in English /C or above
- Health & Safety Qualification

PERSONAL RESPONSIBILITIES

To carry out the duties and responsibilities of the post, in accordance with the School's Health and Safety Policy and relevant Health and Safety Legislation.

The John Whitgift Foundation (JWF) is committed to safeguarding and promoting the welfare of young and elderly people in their care and expects all staff and volunteers to share this commitment.

PERFORMANCE STANDARDS

To ensure that all services within the areas of responsibility are provided in accordance with the school's commitment to high quality service provision.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

FURTHER INFORMATION

All our staff benefit from a competitive remuneration package, including:

- 25 days' holiday to be taken during school closure periods (for full-year posts and pro-rata for temp or PT)
- Membership of a generous money purchase pension scheme for all support staff which includes 3 x salary life assurance cover
- Free access to an Employee Discount Club, which offers discounted rates on a range of products and services, including insurance, holidays and travel, fashion and retail
- Free access to our onsite gym during certain hours
- Membership of the Bupa Cash Plan, which gives financial support towards annual optical and dental costs, various therapies and consultations, as well as an EAP service which offers a counselling service and other advice on a wide range of topics
- A range of family-friendly benefits including enhanced maternity pay and childcare vouchers if eligible.
- Season ticket loan
- Onsite parking (first come first served basis)
- A free hot or cold lunch is available onsite during term time and during certain weeks during the summer holiday

CONDITIONS OF SERVICE

This position is offered as a 1 year fixed term, full-time, full year contract.

The Event Operations Manager will work 5 days per week, Mondays to Fridays. The hours are 8.00am to 5.00pm (40 hours per week) with a one-hour unpaid lunch break. There will be an occasional requirement for flexibility with start and finishing times to meet the needs of the department or for school events throughout the year. Any changes will be mutually agreed in advance with your line manager.

The salary range for this post will be Point 28-34 on the Whitgift Foundation Support Staff Salary Scale, (dependant on qualifications and relevant experience). The salary range is £39,090-£46,879 per annum (based on full-time, full year and inclusive of 5.6 weeks' annual holiday entitlement).

We encourage applications from all parts of our community as we aspire to attract staff that match the social and cultural diversity of our student intake.

For any queries, please telephone 020 8688 9222 or email the Human Resources Department at SchoolHR@whitgift.co.uk.

As a result of the Asylum and Immigration Act 1996, employers now have to verify that new recruits who are not British Nationals are eligible to work in this country. Therefore, any applicant who is offered an interview will be asked to provide official documentation to verify their ID, address and right to work in the UK. It is also normal



practice for the School to ask for original qualifications and professional membership documents as detailed on their application.

Whitgift School (part of the John Whitgift Foundation) is committed to safeguarding and promoting the welfare of young people. Applicants must be willing to undergo child protection screening including checks with past employers, the Disclosure & Barring Service and on-line checks (including personal, professional and other online activities).

Whitgift is one of Britain's leading independent boarding and day schools for boys aged between 10 and 18 years, with approximately 1550 pupils and over one hundred boarding or flexi-boarding pupils. It was founded in 1596 by Elizabeth I's last Archbishop of Canterbury, John Whitgift, and is the oldest school in Croydon. Whitgift enjoys wonderful onsite facilities in a beautiful parkland estate in South Croydon with excellent transport links to London, Surrey and the south coast.

February 2024