

**Operations and Commercial Manager**

**Information for Candidates**

Taunton School is a co-educational day-boarding school which aims to prepare boys and girls to shape, succeed and be happy in a changing world in the 21st century. It is a soundly financed, multi-million pound charity with a large boarding operation, a sizeable real estate portfolio, 450+ employees and an active commercial operation including residential lettings, events, a swim school, sports club, two shops, a large transport fleet and a guardian agency.

The 475 bed school boasts a range of facilities including three function rooms, a licensed bar, two swimming pools and a fitness suite which are available for commercial hire during the holidays. Sales and marketing support is provided in-house. We are looking to appoint an entrepreneurially-minded Operations and Commercial manager, ideally with a hospitality background and knowledge of boarding schools or other similar residential establishments. Some sales and marketing experience is desirable.

**THE ROLE**

Reporting directly to the Chief Operating Officer, the Operations and Commercial Manager will be a member of the School’s Support Staff Management Team. They will be responsible for providing strong and effective leadership of the School’s operational and commercial services which includes managing budgets across the departments.

The post holder will work closely with the School community to ensure high standards of service are delivered throughout the year. They will also optimise commercial use of the facilities during the holidays in order to generate additional income to the School.

The operations and commercial areas of the School incorporate around 150 staff who operate within the following structure:

The Operations team consists of some 150 staff in the following departments, each with its own manager who reports to the Operations and Commercial Manager;

***Catering and Hospitality:*** *The Catering Manager oversees a team which provides catering and hospitality for the School community as well as supporting external functions. Food is prepared fresh daily by our team of skilled chefs.*

***Events and Residential Income Generation:*** *The events and residentials manager supports the growth and development of the School site the School and runs commercial residential lettings, events and other income generating activities. With the forthcoming development of a new kitchen and dining facility, growth in this area is expected.*

***Facilities, transport and security:*** *The facilities manager oversees all facilities, transport and security. Facilities includes teams of cleaners in each School across the site and a laundry based on the main campus responsible for the laundering of pupils’ clothing. The School has a large transport fleet responsible for collecting and dropping off pupils each day. The fleet also support commercial activity outside term and source commercial business through services in the local community.* *The School site comprises 56 acres and security is paramount at all times. Our team of School keepers operate 24 hour cover over seven days a week.*

***Sports Club and Swim School:*** *The sports facilities consist of a gym, two swimming pools and various sports halls and facilites. In addition a swim school was set up last year.*

***School Shops:*** *There are two shops on site - the school’s uniform shop and a new community shop called ‘Griffins.’ They provide a service to the school and the managers are responsible to the commercial and operations manager for all aspects relating to the shops, including sales and marketing.*

***Guardians:*** *Taunton School has its own Guardianship agency which provide guardianship services for overseas students.*

**Job Skills**

The following skills are essential to the role of Commercial and Operations Manager;

* Leadership and Organisation - exceptional leadership and management skills with the ability to build strong motivated and high performing teams;
* Results oriented - with a proven track record in delivering on targets and with a strong bottom-line orientation; ability to establish priorities to meet budget realities;
* Sound decision-maker - who can show evidence of keen analytical skills, alongside wisdom and sound judgement;
* High-level business acumen - able to be business oriented within a charitable environment with a strong educational purpose;
* Strategic vision and agility - ability to think strategically, look at future trends and provide analytical support to decision-making;
* Change management - track record which demonstrates the ability to lead and develop a culture of continuous change to meet the demands of a highly competitive business which needs to review its performance continuously to meet the challenges of the independent schools marketplace;
* Action oriented - energetic, someone who seeks out new challenges and opportunities; prepared to commit what it takes to achieve objectives, entering into the life of the School; not afraid to take the initiative and prepared to overcome resistance and to be unpopular when the requirements of the job demand;

**Person Specification**

* A proven record of leading a team effectively and delivering high quality services, preferably in an educational environment.
* A proactive and positive approach and the ability to use initiative
* Good communication skills, written and oral
* Excellent IT skills including a working knowledge of IT programmes
* An understanding of the school environment and current safeguarding and school inspection policies.
* The ability to be flexible in working hours
* Relevant professional qualifications are desirable.

**Terms and Conditions**

Salary Range: Depending on skills and experience

Pension: Membership of the school’s occupational pension scheme

Holiday: 6 weeks annual holiday plus public holidays

Other Benefits: Occupational sick pay scheme

Reduced price membership of the school sports club

Free lunch when the School kitchen is open

Discounted Sports Club membership

**Applications**

Candidates should complete their application form electronically and email it, together with a short covering letter explaining their reasons for applying. The covering letter with the application form should be addressed to Mrs Nicola Miller, Chief Operating Officer. There is no need to submit a CV.

Please email your completed and signed application form and covering letter (both as PDF files please) to: **HR@tauntonschool.co.uk**

Closing date for receipt of applications.

*Taunton School is committed to safeguarding and promoting the welfare of children and young people. The offer of employment will be subject to satisfactory references, and a successful enhanced DBS check.*