



# SHERBORNE

The Sherborne School Group includes Sherborne School, Sherborne Prep School, Sherborne International, commercial subsidiaries, and overseas operations.

Sherborne School (SS) is a boys' independent school situated in the shadow of Sherborne Abbey. Founded by Royal Charter in 1550, the school has roots going back to the origins of the See of Sherborne in 705.

There are eight boarding houses accommodating a total of about 600 boys (aged 13-18).

Sherborne Prep School (SPS) is a leading independent Prep School set within 16 acres in the town of Sherborne, Dorset and known for believing in children being children, encouraging inquisitiveness and curiosity and living the school values.

Sherborne International (SI) was originally set up by Sherborne School as a separate facility to enable overseas boys and girls aged 11 to 17 to be prepared linguistically, culturally and educationally before joining independent British Schools. Its current focus is the provision of short courses throughout the year for boys and girls aged 8 to 17.

## **JOB DESCRIPTION**

### **Sherborne School Recruitment and Selection Policy Statement**

Sherborne School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants for this post must be willing to undergo child protection screening, including reference checks with previous employers and a criminal record check with the Disclosure and Barring Service.

<b><i>Job Title</i></b>	Lettings Manager
<b><i>Location</i></b>	Usually based at Sherborne School, Newell Grange Campus but is likely to be required to work across all sites within the Sherborne School Group
<b><i>Reporting to</i></b>	Commercial Director
<b><i>Hours of Work</i></b>	37.5 hours per week – (normally 08.30 am to 5.00 pm, Monday to Friday with an hour lunch break). Some flexibility in hours will be required, including evenings and weekends, to meet the demands of the post, particularly during the school holidays when there are residential lettings.

<b><i>Salary</i></b>	Up to £31,250 per annum dependent on skills and experience. Salary paid monthly in arrears direct into nominated bank account.
<b><i>Holidays:</i></b>	5 weeks paid holiday per year, plus Bank Holidays. Attendance will be required on Bank Holidays that fall during term time, for which time off in lieu will be given. Holiday only to be taken following prior authorisation from the Commercial Director, taking account of the School's busy periods for commercial activities.
<b><i>Probationary Period:</i></b>	In accordance with School policy, all appointments are subject to a six-month probationary period.
<b><i>Medical Report:</i></b>	The offer of appointment at Sherborne School will be conditional upon the provision of a self-declaration of physical and mental fitness to discharge the responsibilities of the post.
<b><i>DBS Disclosure (Police Check)/References:</i></b>	As Sherborne School is registered to ask 'exempted questions' under the Rehabilitation of Offenders Act 1974, successful applicants will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings; further details are available upon request. This post is also subject to receipt of two satisfactory written references, one of which must be your current/last employer.
<b><i>Post-holder's Responsibility:</i></b>	You share with all School staff the responsibility to promote and safeguard the welfare of children and young people for whom you are responsible, or with whom you come into contact. In doing so, you are always expected to adhere to and ensure compliance with the School's Safeguarding (Child Protection) Policy. If you become aware of any actual or potential risks to the safety or welfare of children in the school, you must report any concerns to the School's Designated Safeguarding Lead (Child Protection Officers).

### ***Core Purpose***

The Lettings Manager is responsible for managing Sherborne School Group's external residential and non-residential lets operated through Sherborne School (Trading) Ltd. This role will encompass operational management during the School term as well as the planning and delivery of Lets throughout the year. This individual will be customer-service focussed and responsible for building enduring and fruitful relationships with clients. The individual will work with a range of staff across Sherborne School Group and strong people skills are essential to help deliver excellent client service whilst being mindful of the multiple projects that business and operational teams support.

### ***Key Relationships***

The Lettings Manager is a member of the Commercial team and will need to build and maintain strong working relationships with multiple key stakeholders across the Sherborne community (including the Catering Contract Director, Services Manager, Operations Bursar, Head of Marketing, Matrons and Housemasters at both Sherborne School and Sherborne Prep School) and beyond.

### ***Main Responsibilities***

- To manage residential and non-residential lets of the school facilities and boarding houses ensuring that clients contractual needs are met and that they have a positive experience at Sherborne School at the same time ensuring the preservation of school assets and that clients adhere to School standards as set out in the contractual arrangements.
- To work closely with the Director of Short Courses and the Short Course Team, the Internal Events Manager, the Operations Bursar and the School Calendar Groups in order to have a keen awareness of the day-to-day operations of Sherborne School Group to be able to ensure optimum commercial use of facilities across the whole School, balanced against the needs of the School, particularly during term time.
- To agree and confirm customer requirements, ensuring that all departments involved in providing the service have the appropriate information and take overall responsibility for meeting agreed levels of service and hospitality.
- To work with relevant departments to agree the scope and standard of service, set costs and budgets and to monitor and review performance against cost and quality. To discuss and agree with the relevant departments the need for, and cost implications of, temporary staffing and/or sub-contracted services.
- To work with the Commercial Director to establish a consistent pricing structure; to agree any additional or variable costs with customers' and to ensure customers are invoiced accurately and promptly. To be responsible for invoicing for commercial lets as well as supporting the finance team in ensuring timely payment by clients of invoices.
- To work closely with the Marketing team to maximise opportunities to market and sell commercial events and lettings. In collaboration with the marketing team this individual will prepare and schedule social media posts for the commercial team.
- Work with the Internal Event Manager and the Operations and Compliance Manager (Short Courses) to ensure risk assessments are prepared for all events, lets and activities operated through Sherborne School (Trading) in accordance with the schools Health and Safety policy.
- In time, there is scope for the postholder to become involved in the acquisition and delivery of a portfolio of events, including coordinating third party holiday programme providers and developing a series of adult classes.

This job description is not meant to be exhaustive, and the post holder will be required to provide wide support as a member of the Commercial Team.

### ***Delegated Authority***

The Lettings Manager has delegated authority for the delivery of residential lettings through Sherborne School (Trading) Ltd in accordance with the annual operating and capital budgets as delegated by the Commercial Director.

## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to A level standard</li> </ul>	<ul style="list-style-type: none"> <li>• Degree qualified</li> <li>• Professional qualification within/ events/ hospitality/marketing sectors</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Managing residential or non-residential lets of facilities to third parties</li> <li>• Excellent project management skills and experience including a systematic, structured approach to working, attention to detail and the capacity to coordinate and collaborate collegiately across teams and stakeholders</li> <li>• Excellent understanding of customer service requirements and able to deliver exceptional, customer-focused services at all times</li> <li>• Management of risk assessments for lets, events or activities</li> <li>• Contract management experience ensuring that client needs are met in relation to contractual obligations</li> <li>• Operations experience managing lets, events or activities that use a range of facilities</li> </ul>	<ul style="list-style-type: none"> <li>• Working in the commercial team of a school or educational establishment</li> <li>• Working within the hospitality/events/ customer service industry where high standards and flexibility are expected.</li> <li>• Preparation, control, and delivery of budgets</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Excellent communicator in both oral and written formats</li> <li>• Excellent problem-solving skills</li> <li>• Accuracy and attention to detail</li> <li>• Effective planning, organisational and prioritisation skills</li> <li>• Effective time management</li> <li>• Good liaison skills</li> <li>• Computer literate</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• General business and commerce</li> <li>• An understanding of risk management for events or activities</li> </ul>	
<b>Personal competencies and qualities</b>	<ul style="list-style-type: none"> <li>• Effectiveness at building strong working relationships</li> </ul>	

	<ul style="list-style-type: none"> <li>• Approachable and confident in dealing with a wide variety of people</li> <li>• Tact and discretion</li> <li>• Good humoured and patient</li> <li>• Willingness to work occasional evenings/ weekends</li> <li>• As the majority of commercial lets take place in school holiday the ability to work during these times is essential</li> </ul>	
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The Lettings Manager:

- Must comply with School policies and procedures.
- Have an awareness of and display commitment to the relevant legislation and guidance in working practices in relation to the safeguarding of children and young people.
- Will be required to attend training sessions arranged by the School.

**Training Requirement for the Lettings Manager – this list is not exhaustive, and the post holder may be required to undertake other training as required by the school**

Training	To be completed by	Frequency of training
Safeguarding (Child Protection) and Prevent	On commencement of employment	As required
First Aid at Work Training (as required)	Within the first week of employment	As required
Manual Handling	Within the first week of employment	As required
Display Screen Equipment (DSE) User	Within the first week of employment	As required
Fire Marshal Training	Within the first week of employment	As required
Induction training with Line Manager	Within the first week of employment	
ICT training to include GDPR	Within the first week of employment	As required
Ladder Safety	Within the first week of employment	As required

## **TERMS AND CONDITIONS**

### ***Non-Smoking Policy:***

It is the policy of Sherborne School Group (encompassing Sherborne School, Sherborne Preparatory School, Sherborne International, Sherborne School Leisure and Sherborne School Trading) that all our workplaces are smoke free, and all employees have a right to work in a smoke free environment. Smoking is prohibited in all areas of the school, both internal and external; this includes company vehicles. This policy applies to all employees, contractors, and visitors.

### ***Pension:***

The post-holder will be able to join the Sherborne School Support Staff Pension Scheme on the first day of the month after completion of two months service. Where eligible the post-holder will be auto enrolled into the Pension Scheme as per current legislation; further details may be obtained from the Head of HR (Bursary).

### ***Sports Centre Membership:***

Reduced membership of the Sherborne School Sports Centre (including swimming pool, gym, and classes) is available for all employees, subject to the facilities being open.

## **METHOD OF APPLICATION**

To apply via TES, please submit the online application form, available via the 'Quick Apply' button, by the closing date.

Alternatively, please download and complete the Sherborne School Group Application Form (Word document) available at <https://www.sherborne.org/about-sherborne/job-vacancies> and return it to [hr@sherborne.org](mailto:hr@sherborne.org) - *please do not send in a curriculum vitae as we are unable to use them when short listing*

In the event of any queries please contact: ***Miss Emily Old – Recruitment Manager***  
***Sherborne School, Abbey Road***  
***Sherborne, Dorset, DT9 3LF***  
***Tel: 01935 810502***  
***Email: [hr@sherborne.org](mailto:hr@sherborne.org)***

**Closing date for applications:** 9.30am on Wednesday 28 February 2024

**First-round interviews due to take place:** Friday 8 March 2024

PLEASE INDICATE ON YOUR APPLICATION IF YOU ARE UNABLE TO ATTEND INTERVIEW DURING THIS TIME

**Second-round interviews will take place:** TBC

**Anticipated start date:** ASAP