
JOB DESCRIPTION

JOB TITLE	COMMERCIAL AND COMMUNITY ACCESS MANAGER
REPORTING TO	Christ's Hospital Business and Commercial Director
RESPONSIBLE FOR	CHEL General Manager Bluecoat Sports General Manager

Christ's Hospital exists to provide life-changing educational opportunity to students from all backgrounds. We have a strong track record of delivering public benefit in addition to our unique and long-standing educational bursary programme. Over the coming years we intend to grow our demonstrable impact by increasing the programmes, partnerships and one-off events that enable the public, and school children in particular, to benefit from our wonderful facilities and culture. Our expanded sports facilities, alongside our existing theatre, school buildings and beautiful grounds can, with careful management, provide a wonderful environment that can support a wide range of community activities.

Additionally, commercial income provides an important revenue stream to support our bursary programme. As the financial pressures increase on the independent school sector, we need to grow our commercial activity so that our bursary programme remains financially secure for the long term. Both commercial and community activities serve to widen knowledge and appreciation of the school's work, attracting new students, partners and clients to the site and to our mission.

We are establishing a new management role to increase operational capacity and strategic thinking in both areas. This is an exciting opportunity to build new partnerships and relationships, internally and externally, and to expand the reach of our mission whilst providing vital income to support it.

Main purpose

The Commercial Manager and Community Access Manager is responsible for:

- Overseeing the management and growth of commercial activity at Christ's Hospital;
- Overseeing the effective management and strategic development of Bluecoat Sports (BCS);
- The management of community use of Christ's Hospital's site and facilities;
- Purchasing utilities for the site.

The Commercial and Community Access Manager will be employed by Christ's Hospital, working as part of a team of managers that ultimately reports to the Chief Operating Officer. A portion of the salary will be recharged to Bluecoat Sports, which is a separate charity. The school's commercial activity is conducted through Christ's Hospital Enterprises Ltd, a wholly owned trading subsidiary, to whom a portion of the salary of this post will also be recharged.

Key contacts

Business and Commercial Director
Finance Director
Director of Marketing
Director of Development
Assistant Head, Broader Curriculum
Compliance Manager

Key Areas of Responsibility

Management

Christ's Hospital Enterprises Ltd

- Senior oversight of the school's current **commercial lettings programme**.
- To **identify and develop new initiatives and partnerships in support of the school's commercial income generation and its wider strategic plans**.
- To set and monitor objectives, targets and measures on an annual basis in line with a business plan.
- **Oversight of the nursery** management team, ensuring proper standards are maintained and that the nursery remains compliant with all relevant legislation ensuring that policies and procedures are followed, including, in particular, those relating to safeguarding and child protection. Obtain all licences or authorities required and ensure that all activities remain compliant.
 - To manage the requirements of Ofsted and any other inspections – in the context of the nursery.
- To explore opportunities to develop the nursery.

Bluecoat Sports

- To **work closely with the BCS General Manager** to develop the BCS business plan, identifying strategies for business development, partnership, marketing, staff development, sustainable membership growth, quality control and improvements in customer service.
- To ensure that BCS remains compliant with all relevant legislation and regulation and has adequate resources and capability to do so.
- To ensure that both the school and BCS gain maximum benefit from its facilities, including, from summer 2025, the new athletics track, adventure trail and padel courts.
- To set and monitor objectives, targets and measures on an annual basis in line with the business plan.
- To develop and maintain a successful relationship between the school and BCS, working closely with the school's Assistant Head, Broader Curriculum.
- In keeping with best practice, to review and benchmark the operations of BCS against fitness industry standards and ensure that these are current and competitive.

Community access

- To ensure that **external organisations** that request use of the school's site are managed appropriately.
- To direct bookings to the most appropriate entity (in some cases this will involve bringing different individuals and teams from diverse areas of the school together to collaborate on new initiatives) and ensure that adequate planning and support for external events is in place.
- To pro-actively oversee large-scale community and commercial events
- To develop relationships with appropriate external organisations, to the benefit of the school and its strategic objectives.

Financial

- Produce (with budget holders) **comprehensive annual budgets** in line with agreed targets and objectives.
- Manage BCS and CHEL results within or ahead of the approved budgets.
- Ensure financial procedures are appropriate to ensure that assets are protected and expenditure properly controlled.
- Monitor current financial position on at least a monthly basis identifying problems and implementing corrective action when necessary.
- Report on and analyse the financial position of BCS and CHEL as required.

Services

- To be **responsible for budget management and control for gas, electricity and water.**
- Oversight of the administration of residents' utilities charges.
- To manage the allocation and budget for mobile phones for eligible school staff.

Perform any other duties as requested by the Business and Commercial Director that are within the scope and purpose of the job and for the effective operation of Bluecoats Sports, CHEL and the school.

A significant amount of commercial activity takes place during the school holidays and the postholder will be required to be part of an on-call rota overnight and weekends during the commercial lets with colleagues. The postholder is expected to take the majority of their annual leave within the Christ's Hospital school terms or at times when there is no significant commercial activity.

Hands on management of some events will be expected.

This job description reflects the present requirements of the job. As duties and responsibilities change and develop, the job description will be reviewed and may be subject to amendment.

Person Specification – Commercial and Community Access Manager

Essential	Desirable
Qualifications	
<p>Educated to Degree/HND level or equivalent.</p> <p>Excellent literacy and numeracy skills with the ability to analyse and interpret financial and business information.</p>	
Experience/abilities	
<p>Experience in commercial enterprise, ideally in an educational setting.</p> <p>Experience in commercial development and driving income generation in liaison with internal and external partners.</p> <p>Experience of effectively leading, managing and motivating diverse teams including managing the performance of others.</p> <p>Experience of successful business planning, including budget and target-setting and key metric reporting.</p> <p>Experience of events management.</p> <p>Experience of working collaboratively across a wide range of stakeholders, including developing new partnerships and maintaining productive working relations with the wider school community.</p> <p>Experience of managing budgets, with the ability to work within tight financial constraints.</p> <p>Excellent attention to detail, with strong numeracy skills.</p> <p>Excellent oral and written communication skills.</p> <p>Effective IT skills, with experience of using of Office 365.</p> <p>Excellent organisational skills and the ability to work to deadlines, prioritising and delegating tasks as necessary</p> <p>Able to develop good professional working relations with the staff and wider school community.</p> <p>Able to uphold the ethos, policies etc. of the school.</p>	<p>Previous experience of working in a similar role as Commercial or Enterprise Manager in an independent school</p> <p>Previous experience of working in the education sector</p> <p>Experience of tendering contracts and procurement</p> <p>Experience management in the sports, leisure or hospitality sectors</p>
Knowledge, skills, aptitudes	
<p>A self starter with a proven track record of delivering pro-active operational management with confidence.</p> <p>Experience of influencing a wide range of stakeholders, coordinating activity and managing multiple projects.</p> <p>Very comfortable with managing demands and budgets whilst maintaining good relations with staff, both resident and non-resident.</p> <p>Ability to solve problems and think strategically and laterally.</p> <p>Knowledge and understanding of relevant legislation and regulations, including Health and Safety and Data Protection.</p>	

<p>Ability to deal with challenges and emergencies with pragmatism.</p> <p>A flexible working approach, recognising that there may be the need for occasional early starts/late finishes/evenings/weekend working, particularly in busy lettings periods.</p> <p>Highly numerate with experience of managing budgets.</p> <p>Committed to the safeguarding and wellbeing of children.</p> <p>Clear evidence of a willingness and ability to participate positively and fully in the life and work of the school including ceremonial aspects.</p> <p>Ability to respond flexibly and adapt to changing and challenging circumstances.</p>	
<p>Personal qualities</p>	
<p>Ability to deal professionally, tactfully, sensitively and confidently with people at all levels.</p> <p>Professional personal presentation.</p> <p>Able to direct and take direction.</p> <p>Excellent organisational, time management and administrative skills.</p> <p>Resilient and able to meet deadlines and work with sustained pressure and periods of stress and challenge.</p> <p>Generally able to achieve and bring balance between professional and personal life.</p> <p>Personable and able to work well with a diverse range of personalities and people with differing experience.</p> <p>Able to offer help/support to others and open to accepting help.</p>	

The above will be evidenced by a variety of means including: application form; personal statement; references; interviews; evidence of qualifications/training, relevant testing/assessment and documentation required upon interview. Any offer of employment is conditional on the receipt of suitable references that are satisfactory to the school.