



B E R K H A M S T E D

— 1541 —

## **Job Description**

### **Commercial and Operations Officer**

#### **Hours of work:**

18.5 per week during term time ideally spread evenly over the week

37 hours per week during school holidays

5 weeks' holiday per year pro rata

**Reporting to:** Commercial and Operations Manager

#### **Objective:**

To support the Commercial and Operations Manager in the growth of profitable revenue streams to subsidise the School's education of pupils with particular responsibility for the management of BASECAMP (which runs during each School holiday).

#### **Key Roles & Responsibilities:**

- Propose and agree the programme of BASECAMP courses for sign off with the Commercial and Operations Manager
- Manage the set up and implementation of all BASECAMP courses to achieve the agreed profit target
- Deputize for the Commercial and Operations Manager as required throughout the year
- Provide support on other Commercial and Operational activities as required to meet the needs of the business.

#### **Tasks relating to the management of BASECAMP:**

- Track income and expenditure in conjunction with the Management Accountant
- Liaise with the HR Administrator to recruit adequate staffing
- Ensure that facilities required for BASECAMP are added to the Internal booking system
- Monitor and record BASECAMP staff details ensuring that all have received up to date Child Protection and Health and Safety training
- Set up externally provided First Aid training courses when required
- Create, issue and track BASECAMP staff rotas
- Liaise with BASECAMP Administrator to setup course details on the on-line booking system

- Coordinate with the School Offices to ensure that there is cover for the enquiries desk during each holiday
- Arrange and run the staff meeting prior to each camp
- Monitor booking numbers to ensure that agreed staff to pupil ratios are maintained
- Liaise with the Marketing Officer on the requirement for BASECAMP marketing
- Collate course activity timetables and resource requirements from Course Leaders
- Place purchase order requests for resources with Purchasing
- Book third party activities following sign off by the Commercial and Operations Manager.
- Place orders for BASECAMP catering requirements
- Submit BASECAMP staff timesheets to Payroll
- Implement an appraisal process for BASECAMP staff

#### **Tasks relating to other Commercial and Operational activities:**

- Administrative support relating to outside lettings, wraparound care, licensing and catering

#### **Key Relationships:**

- Basecamp Administrator
- HR Administrator
- Purchasing
- Reception
- Marketing
- Estates and Caretaking
- School Offices
- Aramark Catering

#### **Skills, Knowledge and Experience:**

- Experience in a similar role would be an advantage
- Excellent organisational skills and attention to detail
- Able to work under own initiative and under pressure within structured timescales
- Excellent communicator
- Customer focused
- Good knowledge of Microsoft Office applications such as Microsoft Outlook, Excel and PowerPoint

#### **Holiday:**

BASECAMP and the majority of commercial lettings take place during school holidays, when the post-holder's presence is generally required. No more than two weeks' vacation should be taken during the school summer holiday. Vacations should be planned with the Commercial and Operations Manager to ensure out of term events run smoothly.