

# ERSKINE STEWART'S MELVILLE SCHOOLS



## Job Description

### Commercial Operations Co-Ordinator

#### Purpose of Job

The Commercial Operations Co-Ordinator will support the Commercial Operations Manager in the effective operational management and marketing of the work of the Commercial Department. This includes, but is not limited to, all events held in our ESMS venues, Event Parking, Holiday Camps and Courses and Retail Catering Services.

#### Accountability

The Commercial Operations Co-Ordinator reports to the Commercial Operations Manager.

#### Authority

The Commercial Operations Co-Ordinator has authority as delegated by the Commercial Operations Manager.

#### Key Relationships

The Commercial Operations Co-Ordinator will liaise with a range of internal and external stakeholders and clients whilst also working closely with the Catering, Estates, Development Office, Production and Marketing Teams.

#### The Post:

#### Key Responsibilities:

#### Vision and Values

- Promotion of ESMS values of Kindness, Confidence, Resilience, Integrity, and Curiosity in all aspects of the role.
- Promotion of role modelling behaviours that align with the three school pillars of Ambition, Innovation, and Community.
- Fostering an environment that supports the development of these values among students and staff.

#### Working with Others

- Compliance with all ESMS policies and procedures
- Treating people fairly, with dignity and respect to maintain a positive school culture
- Ensure effective planning, delegation and support of responsibilities
- Developing a culture of high expectations for all and taking action when performance does not live up to these

- Taking responsibility for personal development, both personally and of team members.

## **Community**

- Positive relationships with the wider ESMS community
- Working in collaboration with other independent schools to promote effective initiatives and share good practice.

## **Safeguarding**

- Adhering to the principles and guidelines of “Getting It Right For Every Child” (GIRFEC) to ensure every child receives timely and appropriate support with their welfare as paramount.

## **Supporting the leadership of the Schools/ Duties and Responsibilities**

### **1. Operational Support & Event Coordination**

- Support the Commercial Operations Manager in delivering all aspects of event coordination, venue hire, and commercial operations.
- Take responsibility for managing event logistics, including room setups, catering arrangements, AV requirements, and compliance with health & safety regulations.
- Provide financial administration support, ensuring accurate invoicing and revenue tracking for all events and bookings.

### **2. Marketing & Sales Support**

- Assist in executing marketing campaigns, including social media, venue promotions, and event sales materials.
- Support client relationship management, handling enquiries, providing venue viewings, and proactively converting leads into confirmed bookings.
- Maintain up-to-date CRM records, ensuring all client interactions, feedback, and bookings are accurately recorded.

### **3. Commercial Team Support & Flexibility**

- Provide cover for the Commercial Operations Manager when required, ensuring events and bookings continue to operate smoothly.
- Support the Commercial Admin Assistant by managing booking systems, handling enquiries, and ensuring diary management efficiency.
- Assist in the collection of event feedback and reporting, contributing to continuous improvement efforts.

### **4. Financial & KPI Accountability**

- Ensure cost control measures are followed, working closely with the Finance team to process payments and monitor event profitability.
- Track key performance metrics, including client satisfaction, event success rates, and revenue generation.
- Contribute to the monthly reporting process, ensuring all commercial activities are documented and aligned with financial objectives.

## Person Specification

	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience in a similar role.</li> <li>• Significant customer service experience with a proven record in achieving high levels of client satisfaction.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous marketing experience, including the development of marketing materials and campaigns</li> </ul>
<b>Education/Qualifications</b>		<ul style="list-style-type: none"> <li>• Holder of a Scottish Certificate for Personal Licence Holders</li> </ul>
<b>Skills/ Abilities/ Capabilities</b>	<ul style="list-style-type: none"> <li>• Strong IT skills, including Microsoft Excel, Word, PowerPoint, CRM systems, and proficiency in social media channels.</li> <li>• Exceptional organisational, time management, and administrative skills.</li> <li>• Strong ability to multi-task and meet deadlines in a demanding environment.</li> <li>• Ability to prioritise, multi-task, and respond to changing priorities and requirements.</li> <li>• Knowledge and understanding of working with brand standards and linking them to overall business strategy.</li> <li>• Ability to deliver constructive feedback.</li> <li>• Excellent oral and written communication skills, including active listening and authenticity.</li> <li>• A keen eye for detail and creative flair.</li> <li>• Ability to focus attention on client needs and provide</li> </ul>	

	excellent client and relationship management.	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal and problem-solving skills.</li> <li>• Approachable and confident in a customer-facing role, with strong interpersonal skills to engage effectively with others.</li> <li>• Ability to develop and maintain effective working relationships at all levels and work cooperatively within a team.</li> <li>• Highly responsible and dependable, with the highest level of personal integrity.</li> <li>• Positive and supportive attitude, with a collaborative approach to achieving the company's short- and long-term goals.</li> <li>• Commitment to delivering a creative, resourceful, and intuitive planning service to all clients.</li> <li>• Calm and professional approach to dealing with every situation.</li> <li>• A desire for fairness, dignity, and respect in every interaction.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Hold a current UK driving license and have access to own car</li> </ul>	

## REMUNERATIONS AND OTHER CONSIDERATIONS

As an equal opportunities employer, ESMS is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender

identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join ESMS.

<b>The post</b>	This is a Full Time, Permanent position from 1 May 2025 (subject to satisfactory pre-employment checks).
<b>Hours of Work</b>	The hours of work will be variable dependent on events, on a schedule of 5 out of 7 days, with 45 minutes unpaid for lunch. The postholder will be contracted for a total of 36.25 hours per week. The postholder must be prepared to be flexible with regards to working hours and be capable of adjustment to events and demands. Evening and Weekend work will be required. There is entitlement to a free school lunch during term time.
<b>Salary</b>	The salary is £30,181 (ESMS Support Staff G Scale)
<b>Holiday</b>	Entitlement is to 30 days' annual holiday leave plus 10 days' statutory holiday (pro rata if part time) when the schools are closed. The Schools holiday year runs from January to December.
<b>Location</b>	The postholder will be based at Stewart's Melville College.
<b>Pension</b>	Candidates will be enrolled automatically into the Schools' Pension Scheme.
<b>Staff Benefits</b>	Staff are offered a range of benefits including: free school lunch during term time, use of the Schools' swimming pool and fitness room outside school hours and membership of the ESMS Discount and Benefits Scheme, including a range of discounts at 130,000 retail and entertainment locations, as well as access to our EAP provider, Care First.

**The closing date for applications is 12pm on Wednesday 26<sup>th</sup> March 2025. We anticipate interviews will be held on Monday 31<sup>st</sup> March 2025.**