


Job Description		 GEORGE WATSON'S — COLLEGE —
Job Title:	Enterprise Operations Coordinator	
Department:	Enterprise	
Business Unit:	Operations	
Line Manager:	Head of Enterprise	
Job Purpose:		
<p>The Enterprise Operations Coordinator will be part of the Enterprise Team and will facilitate the development and execution of the School's enterprise activities, encompassing events, projects and operational tasks; this includes coordinating and supporting diverse projects, administrative duties, and ensuring the efficient operation and expansion of the School's commercial, such as venue hire and holiday camps.</p> <p>The Enterprise Operations Coordinator will work closely with the Head of Enterprise to maximise income generation and enhance the School's brand through its commercial activities.</p> <p>This role is designed to be scalable, providing the flexibility needed to expand alongside the evolving opportunities within the Enterprise Team.</p>		
Main Responsibilities:		
1	Project Coordination and Administration <ul style="list-style-type: none"> ● Assist in the planning, coordination and execution of diverse enterprise projects, including venue hire, holiday camps, events and commercial activities. ● Coordinate project timelines and resource allocation, ensuring projects are delivered efficiently and within established parameters. ● Provide comprehensive administrative support, including scheduling meetings, calendar management, preparing reports, managing correspondence, and maintaining accurate records. ● Coordinate logistical arrangements for events and commercial activities, encompassing venue setup, equipment management, catering and other related aspects. ● Manage booking systems and processes for enterprise activities, ensuring accuracy, efficiency and a seamless customer experience. ● Process invoices, payments, and other financial transactions related to enterprise activities, maintaining meticulous records financial records 	40%
2	Marketing and Sales Support <ul style="list-style-type: none"> ● Support the development and implementation of effective marketing and communication strategies for enterprise activities. ● Maintain and update website content and social media platforms related to commercial ventures, ensuring consistent and engaging messaging. 	10%

	<ul style="list-style-type: none"> ● Assist in the creation of compelling marketing materials, including brochures, flyers, digital content and promotional materials ● Respond to enquiries from internal and external stakeholders regarding enterprise activities, providing timely and accurate information ● Assist with the collection and analysis of marketing data and analytics to inform future strategies. 	
3	<p>Stakeholder Management and Customer Service</p> <ul style="list-style-type: none"> ● Serve as a primary point of contact for internal and external stakeholders, providing exceptional customer service and building strong relationships. ● Maintain positive relationships with clients, suppliers, partners, and other stakeholders, fostering collaboration and mutual benefit. ● Liaise effectively with school departments, including Estates, Operations, IT and AV, to ensure seamless coordination of enterprise activities. ● Coordinate with external providers for services such as catering, equipment hire, event management and other specialised services. 	20%
4	<p>Financial and Operational Support</p> <ul style="list-style-type: none"> ● Assist in the preparation of financial reports, budgets and forecasts for enterprise activities, ensuring accuracy and transparency ● Monitor and track revenue and costs and maintain accurate and organised records of all enterprise activities. ● Ensure compliance with relevant policies, procedures and regulations, including health and safety, data protection, and financial guidelines. ● Assist in the development and implementation of operational processes to enhance efficiency, streamline workflows, and improve service delivery. 	10%
5	<p>Brand and Business Development</p> <ul style="list-style-type: none"> ● Support the development and maintenance of the enterprise brand identity, ensuring consistency and alignment with the school's values. ● Ensure all enterprise activities reflect and enhance the School's brand and mission. ● Assist in identifying and developing new commercial opportunities, conducting market research and exploring potential partnerships. ● Collect and analyse customer feedback and data to inform future enterprise offerings and improve customer satisfaction. 	10%

Key Contacts and Working Relationships:

Head of Enterprise (Line Manager)

- Line Manager gives direction and controls the work outputs required of the job holder
- Job holder provides the Head of Enterprise with weekly updates on incoming inquiries, event success, any issues arising, identified risks and any other matter which requires an oversight.

Internal teams:

- Estates Team and Estates Works Manager: Coordinate and instruct on external event requirements including set ups.
- IT and AV: Coordinate and instruct on external event AV and IT requirements, organise and lead on site visits where required
- Events Assistants: Assist with coordination of Events Team rotas, sending event schedules and instructions to staff on weekly basis to ensure staffing and smooth running of external events
- Catering: Liaise with the catering team for external hospitality events

- Operations Administrators: To ensure that external bookings have no negative impact on School events or activities taking place.
- Centre for Sport Manager
- Marketing and Communications

Event Organisers (Customers)

- Be the main point of contact to external clients, providing high quality customer service and attention to detail. Developing relationships to ensure repeat business

Suppliers

- To build a database of high quality, reliable suppliers with an emphasis on value and provenance, in order to be able to provide additional event support to clients.

Planning and Organising:

Day-to-day responsibility for the administration and logistics for all commercial projects including venue hire, holiday camps expansion and emerging revenue generating projects under the guidance of the Events and Venue Sales Manager.

Secures third party hires of the facilities and works with cross functional teams. Coordinates events ensuring school operations are uncompromised, customers receive an outstanding service, events are profitable and risks are managed.

Responding to new enquiries and business leads, organising site visits with new clients and ensuring these are planned around the school's operations in order to give the best experience to the client.

Problem Solving and Decision Making:

Problem solving and decision making capabilities, essential for navigating the dynamic environment of commercial operations within an independent school.

Analyse situations, identify root causes of issues and develop solutions in a timely manner.

The post holder will be expected to make informed decisions regarding operational logistics, resource allocation, and customer service, often under pressure. They must be adept at evaluating potential risks and benefits, collaborating with stakeholders to gather relevant information, and implementing practical strategies that align with the School's enterprise goals.

A proactive approach to problem solving, coupled with sound judgement and a commitment to continuous improvement, will be critical for success in this role, ensuring the smooth and efficient operation of the Enterprise Team's activities.

Resources and Requirements:

No line management or budgetary responsibility.
Coordinates enterprise activities to the value of £350k income per year.

Knowledge, Skills and Experience:

Essential:

- **Project and event coordination:** Proven experience in coordinating projects and events, managing timelines and allocating resource with the ability to managing multiple project simultaneously
- **Database and booking system management**
- **Administrative proficiency:** Strong administrative skills, including scheduling, report preparation and record management with proficiency in office software (MS Office Suite)
- **Customer service:** Demonstrated experience in providing excellent customer service in a front facing customer service role along with building strong relationships with stakeholders
- **Communication:** Excellent written and Demonstrated experience in communicating effectively with diverse audiences
- **Financial administration:** Proven ability in maintaining accurate financial records and experience in handling invoices, payments and basic financial transactions
- **Logistics management:** Proven experience in coordinating logistical arrangements for events and activities with a deep understanding of venue set ups, equipment management and catering coordination
- **Excellent organisational skills** and ability to work to deadlines

Desirable:

- Experience in working in an independent school environment or similar
- Experience in commercial operations, revenue generation and business development with an understanding of marketing and sales principles
- Experience in event management with knowledge of event logistics and best practices
- Experience in using booking and event software and CRMS including Gladstone or similar
- Experience in managing website content and digital content using Canva or similar
- Experience in preparing financial reports, budgets and forecasts