

# Commercial Lets & Events Manager

Information for Candidates



Queen Margaret's  
School for Girls

Escrick Park, York

## Queen Margaret's

Established in 1901, QM is an independent boarding and day school for girls aged 11-18. You will find us in glorious parkland about six miles south of York. But we are much more than our surroundings, we are more than a school:

We're a home from home,  
A family of learning and belonging,  
In a truly inspirational setting.

We are somewhere each and every girl can thrive,  
Where they'll be happy and healthy,  
Grow their knowledge, skills and confidence,  
And make friends for life.

Somewhere that's the bedrock for success,  
Opens up opportunities and possibilities,  
Inspires them to forge their own future,  
And gets them ready for life, whatever their calling.

We nurture girls to fulfil their ambitions,  
To realise their potential,  
To become the best women they can be,  
And give them an amazing start in life.

Girls do so much better in single-sex education and here we see our pupils engaging enthusiastically in a range of activities - academic, sport, extracurricular and social. No airs and graces, no frills or make-up, just girls getting stuck in, and having fun while they do it. They achieve academically (outstandingly so), they come from a variety of backgrounds and, with an increasing emphasis on the level of support available, we are proud to continue making a QM education possible for an increasingly diverse range of girls. Our girls have homes in York, Ripon, Thirsk, Newcastle upon Tyne, Inverness, Hong Kong, Madrid, Frankfurt and Bangkok. Many girls board, not because they have to, but because they want to. The girls are the focus of life at QM and are at the heart of everything we do. It's this focus and an individualistic approach that allows our girls to carve their own path, and flourish as formidable, independent women.

## Working at QM

We are an equal opportunities employer and actively seek applications from candidates of all genders and all backgrounds. We employ around 170 staff, and the majority live within 30-45 minutes of the school including in York, Hull, Leeds and Harrogate.

Working in a boarding school is an experience like no other. The sense of community is very strong and the opportunity to get to know both girls and staff is more apparent than would be the case in a day school. There are lessons on a Saturday morning and our term dates are shorter than schools in the state sector, although we adhere wherever possible to the half term dates of the local authorities in order to support our staff with children of school age. Speech Day is our annual end of year flagship event for all our community leading into a ball for the Sixth Form and their parents.

Outside the usual school routines, we have a busy programme of commercial lets and events during the holiday periods and in term time. These include a summer school, orientation programme for our international girls, swimming lessons and hockey teams using our all-weather pitch.

## Benefits of working at QM

- Friendly rural working environment
- Occupational DC pension scheme with an employer contribution of currently 8.4%
- Free lunches during term time
- Death in Service benefit
- Employee Assistance scheme provided by BUPA
- Discount on school fees at the discretion of the Head
- On site free parking
- Holiday entitlement of 33 days per annum, inclusive of bank holidays and compulsory days (3 or 4) during the shutdown period over the Christmas period

## The Role

The primary roles of the Commercial Lets & Events Manager are to drive the development of commercial lettings at the School and, as importantly, ensure the successful planning, coordination and delivery of these together with large school events, for example Speech Day. The successful candidate will be building on an already successful programme of activities, however there are opportunities to further increase the income generated from the use of the school's buildings, grounds and facilities.

The Commercial Lets & Events Manager will be a key member of the team led by the Bursar and will work closely with the Chef Manager, Facilities Manager, Senior Supervisor, Housekeeper as well as our External Relations team. The role requires the ability to adapt to many different situations and communicate effectively with the whole QM community. This is a full time all year round role and weekend and evening working will be from time to time. The successful candidate will be able to manage their working hours flexibly across the year to meet the demands of the role to ensure a good work life balance is achieved.

## Key Responsibilities and Duties

The key responsibilities and duties of the role are outlined below; this is not an exhaustive list.

### Commercial Lets & Events

- Manage and develop the school's portfolio of lets and hires.
- Explore new ways to commercialise the school estate as well as identifying opportunities to deliver events that generate income, raise profile or attract prospective students to the school
- Responsible for the day to day management and oversight of our letting and private hires including the planning, coordination and delivery of these
- Be the designated point of contact for all events and lets
- Ensure that appropriate safeguarding measures are in place for all events and lets and be able to report to SLT on how the school's safeguarding policies are being met.
- Ensure the School provides a professional experience from the point of booking all the way through to the conclusion of an event or let

- Ensure that there are contracts in place for all events and lets and, where appropriate, have completed safeguarding agreements with these organisations.
- Working with the Bursary, ensure all customers are invoiced on a regular basis and events are delivered to budget

#### School Events

- Project management responsibility for driving the planning and delivery of Speech Day and the Summer Ball. This will involve overseeing and leading regular planning meetings involving a team of colleagues from various departments in the school, allocating tasks and ensuring their completion and maintaining full oversight over all aspects of the day
- Provide expertise and support to other large school events such as drama productions and the dance show to ensure the school provides a welcoming, celebratory and professional front of house experience for visitors
- Provide expertise and support as required marketing and alumni events organised by the External Relations Department

#### Operational

- Where appropriate, work with the marketing team to provide promotional and administrative support to hirers or event organisers
- Devise and maintain detailed timetables, schedules and summaries for each event and/or hiring, ensuring all necessary documentation, risk assessments, records and correspondence is maintained
- Ensure an effective system of post activity debriefing is followed.
- Provide reports to SLT and Governors as required
- Establish systems and procedures for the evaluation of potential hiring of facilities and running of events at the School and the impact/benefit of such hiring and/or events on the running of the School, including the benefit achieved through marketing the School or furthering the School's objectives
- Working with the Bursar, develop and maintain standard terms of business for the School's commercial and not-for-profit activities, including a regular review of pricing for the activities
- Develop a strategic plan for the use of the School's facilities and integrate usage by the Sports and other internal departments into this plan.
- Maintain and promote a calendar of hiring and events throughout the School
- Oversee the work of other staff involved in commercial activities as needed, particularly in School holidays, liaising with their line managers as needed. This may include supervision of members of the Estate Team and the Theatre Technician as required by the event.

The post holder is expected to undertake other such duties as may be reasonably required from time to time

## Person Specification

#### Skills, Knowledge and Experience

- Event management, planning and coordination in a similar sized operation
- Project planning and management
- Track record of meeting agreed targets in an education or business environment
- Budget management
- Management of project teams/colleagues, both directly and in a matrix management structure
- Experience of working in an educational setting would be an advantage

- Excellent IT skills including databases and web based applications
- Strong administrative skills
- Excellent interpersonal skills and the ability to communicate with clarity
- Excellent numeracy
- Commercial awareness
- Able to work both independently and also collaborate as part of a team
- Ability to prioritise tasks and work to deadlines
- Experience of dealing with external contractors and agencies

#### Qualifications

- Relevant qualifications or demonstrable knowledge and/or experience for the role
- Be prepared to undergo appropriate training as requested by the Bursar.

#### Personal Attributes

- High standards of personal integrity, honesty, and a willingness to lead by example
- Discretion and strict adherence to confidentiality
- Professional, welcoming and friendly, with a natural desire to go the extra mile to help and exceed expectations
- Personal credibility and ability to deal with a variety of stakeholders
- Self-motivated and persistent, with a proactive approach to work
- Ability to drive diverse teams of colleagues and volunteers, motivating them to achieve objectives with tact, diplomacy and humour
- Demonstrable empathy and advocacy for the vision, ethos and aims of the School

The post is full time all year round and is based on an **average** of 40 hours per week. Flexibility with regard to working hours is required and evening and weekend working is to be expected.

## How To Apply

All applicants must complete the school's official application form, available via this link to our website <https://queenmargarets.com/careers>, providing a full career history and names and contact details for two referees. Completed application forms should be returned to: [recruitment@queenmargarets.com](mailto:recruitment@queenmargarets.com).

Queen Margaret's is committed to safeguarding and promoting the welfare of children and young persons and candidates must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service and will be asked to bring certain documents to interview to confirm their identity.

Candidates should be aware that, in compliance with statutory guidance, as part of the shortlisting process the school will consider carrying out an online search as part of their due diligence on the shortlisted candidates. This may help identify any incidents or issues that have happened, and are publicly available online, which the school might want to explore with the applicant at interview.