



Commercial Operations Supervisor

To assist the Commercial Projects Manager in the delivery of commercial lettings in Summer 2024 including filming and residential letting products.

To exceed our customer's service expectations whilst maintaining Clifton College's Health and Safety and Safeguarding requirements.

About Us

Clifton College is a leading independent day and boarding school educating over 1,200 pupils aged 3 to 18. Founded in 1862, the College provides an all-round education, a rich heritage with modern state-of-the-art facilities. Located in the beautiful suburb of Clifton, we lead the way as one of the best independent schools in the country.

Knowledge & Experience required

Essential:

- Experience within a customer-facing role.

Highly Desirable:

- Experience within an events, filming or residential team.
- Experience working in a fast-paced, practical environment.
- Experience within a Duty Manager / supervisory / key holder role.

Desirable:

- Experience working within a School Commercial team.

What you'll be doing

Point of external contact:

- Act as a key point of contact for all onsite customer leads dealing with immediate queries quickly and efficiently.
- Building proactive relationships with our customers; understanding their needs and predicting future requirements.
- Ensuring that all College procedures, policies, contractual arrangements and risk assessments are followed by both customers and Clifton College delivery teams.



Administration:

- Logging daily operational information and ensuring accurate communication within the commercial projects team.
- Assisting in the logging of tickets and action-tracking issues with IT, Estates, Catering, Domestic Services and other site users.
- Assist in the collection of feedback as part of our ongoing improvement and continuous review process.

Location and Filming Hires:

- Providing a key point of contact to the production company's locations teams during filming hours (predominantly daytime, but may include early mornings, evenings or nights).
- Aiding in the documentation and auditing of spaces, equipment and services used by production companies.
- Liaising with our Grounds, Estates and Domestic Services teams to ensure that the facilities are well-prepared and available for use by production companies as agreed, without disruption.
- Handling facility requests from the locations teams requests for setup, shoot and strike requirements.
- Developing a detailed knowledge of the College site, operations and policies.

Residential Lettings:

- Liaising with Clifton College's Catering, Estates and Domestic Services teams to ensure that we meet the needs of our customers.
- Assisting in the communication of catering requirements, including special dietary needs.
- Ensuring access to required spaces and resources is provided in-line with the customer's agreement.
- Completing the signing in of groups and leaders on arrival at the site.
- Assisting in preparing facilities ready for group arrivals and ensuring the satisfactory departure of groups at the end of their stay.
- Assisting in the maintenance of residential facilities to a high standard by completing audits, reporting repairs, and ensuring that cleaning standards are maintained.

On-Call Duties:

- Providing light on-call duties as part of a shift rota to our residential customers (the ability to attend site whilst on call up to 3-4 nights per week).
- Triaging issues to identify whether they can be managed locally or if escalation is required.



- Managing issues locally wherever possible and appropriate, using knowledge of the site and customer agreements, detailed procedures and a common sense / problem-solving approach.
- Escalating issues where required to supporting managers using concise and accurate descriptions of the issues at hand.

Site Management

- Acting as a 'key holder' for the College buildings to include opening up, clearing and locking up of facilities.
- Some lone-working will be required.

Equal Opportunities:

- Maintain an up-to-date knowledge of Equality and Diversity legislation and the organisation's Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff.

Safeguarding:

- Maintain an up-to-date knowledge of Safeguarding legislation, and the College's safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff.
- Ensuring that Commercial customers and operations all abide by the College's safeguarding policies, related policies and risk assessments.

Health and Safety:

- Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College's Health and Safety policies and procedures are fully implemented and adhered to as applicable, particularly with regard to the recruitment and retention of staff.
- Ensuring that Commercial customers and operations all abide by the College's Health and Safety policies, related policies and risk assessments.
- To provide additional first aid cover for our commercial lettings.
- Completing fire safety checks, drills and call-point tests as required.

Professional Development:

- Maintain and update your own knowledge and skills in line with legislation and the needs of the role.

Required Qualifications & experience



Desirable:

- First Aid at Work (we can provide training if necessary).

Required Skills

Essential:

- Well-organised.
- Highly proficient problem-solving skills.
- Able to work at pace with limited information and conflicting priorities.
- Strong communication skills.
- Excellent customer service skills.

What's in it for you

£575 per week • Free lunch • Onsite gym membership with swimming pool • Pension scheme & Life Assurance • Cycle to work scheme • Confidential counselling • Employee Assistance • Opportunities for career development • Wellbeing Week

How we Recruit and our commitment to Safeguarding

Clifton College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. That's why we apply robust selection principles to our recruitment, in line with Keeping Children Safe in Education (KCSIE).

If you're invited to interview, you'll be asked to complete an application form (but it's OK if you want to send us your CV too). Although not all the roles at Clifton College are pupil-facing, we treat all roles as regulated activity. This means we can be safe in the knowledge that we have applied the most stringent recruitment checks to safeguard our pupils.

Due to the nature of the role, you will need to complete an enhanced criminal record disclosure (DBS check) and undergo our pre-employment screening. As a regulated sector we are required to ask for references prior to interview. By applying for this role you are consenting for us to contact your referees. This role is exempt from the Rehabilitation of Offenders Act 1974 therefore you will be asked to disclose all previous convictions not exempt under amendments to the Exceptions Order 1975, 2013 and 2020.

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