



Mill Hill
EDUCATION GROUP

Head of Commercial Operations Candidate Information Pack

Instilling values, inspiring minds

INTRODUCTION

The Head of Commercial Operations is responsible for the Commercial Activities of the Mill Hill Education Group (MHEG), developing new business, managing long-term clients and driving forward commercial partnerships and community engagement. Working with the Director of Finance and Resources and key stakeholders to define a business strategy and development plan.

Closing date for applications: 9:00am on Tuesday 31 October 2023.

The Mill Hill Education Group reserves the right to interview candidates ahead of the closing date and applications will be considered as they are received.

Key facts about the role:

Contract Type

DUE TO THE NATURE OF THE ROLE, THERE WILL BE A REQUIREMENT TO WORK ON SOME EVENINGS, WEEK-ENDS AND BANK HOLIDAYS TO SUPPORT EVENTS AND A FLEXIBLE APPROACH TO WORKING HOURS IS THEREFORE ESSENTIAL.

Hours

40 HOURS PER WEEK, ALTHOUGH FLEXIBILITY IN WORKING ARRANGEMENTS

Salary

COMPETITIVE COMMENSURATE WITH EXPERIENCE

Benefits

25 DAYS ANNUAL LEAVE PLUS STATUTORY BANK HOLIDAYS PLUS AGREED DAYS OVER THE CHRISTMAS AND NEW PERIOD

MILL HILL EDUCATION GROUP

A charitable collection of independent schools. Its aims of instilling values and inspiring minds has been a key focus since the founding of Mill Hill School in 1807. All schools share an educational philosophy around developing thoughtful and responsible pupils with a global outlook. School life combines academic rigour with a breadth of opportunities to develop young people able to flourish in an ever-changing world.



JOB DESCRIPTION

Prime Function

- To develop and implement a strategy for commercial growth across the MHEG
- Work with relevant stakeholders to maximise current activity and identify new opportunities for growth in line with “Dual use – school first”.
- Ensure policies fully adhere to statutory and regulatory requirements and are embedded within the Enterprise operations
- Ensure robust procedures and processes for commercial operations, including budgeting/forecasting, reporting of utilisation and operational procedures

Commercial Activities

- Actively manage existing commercial contracts – including regular meetings and feedback discussions
- Bring in new business from existing and new clients
- Review and develop operational processes to improve performance and maximise growth
- Oversee and manage daily operations
- Managing risk assessments for all contracts and initiatives
- Overseeing and developing cross-functional teams
- Staying aware of the latest trends and developments and representing MHEG at related industry events
- To build relationships with partners and community groups
- To liaise with relevant people regarding availability of facilities and requirements for the lettings

- To win business for film shoots, negotiate the best rate, manage film enquires and recces and co-ordinate filming days. Work with location agents and existing users including London North Studios to attract filming to the site at the best rate. Attending events and networking with location managers, local studios and film schools
- Contract management and negotiation with new and existing partners
- Full cycle of Management of Commercial lettings from start to finish
- To work with the Marketing Team to promote MHEG as a venue, including development as required of the commercial section of the MHEG website
- To be the point of contact for all commercial activities
- Oversee the management of activities of The Mill Gym and Sports Centres

Line Management

- Manage direct reports and be responsible for hiring, performance management and development of staff

Other

- Undertake other duties commensurate with post as reasonable required
- All staff have a responsibility to safeguard and promote the welfare of children. The Head of Commercial Operations will undertake an appropriate level of training and is responsible for ensuring they undertaken and work with the MHEG safeguarding policies and procedures

PERSONAL SPECIFICATION

Essential

- Educated to Degree level or equivalent
- To have successfully managed and motivated a team

Experience

- Evidence of working in a similar role/ experience of assisting with events planning and management and have an awareness of Health and Safety issues, compliance and licensing
- Experience of managing and negotiating contracts

Skills and Aptitudes

- Excellent communication and interpersonal skills
- Creative thinker with a 'can do' entrepreneurial approach
- Expert negotiating and influencing skills.
- Excellent organisational and project management skills
- To be able maintain appropriate policies, including compliance regulations, Health and Safety, Child protection and Safeguarding, GDPR and any other relevant policies
- Ability to motivate others and build teams
- Excellent IT skills

Personal Qualities

- Clear understanding of the importance of promoting and safeguarding the welfare of children
- A flexible approach to working hours and willingness to work evening and weekend events
- A keen eye for detail and high expectations of presentation
- Common sense and initiative
- Flexibility to adjust to change and the ability to solve last minute issues
- Evidence of continued professional development

Desirable

- Hold a relevant qualification in Events Management
- Hold a valid driving licence
- Experience of working in a hospitality environment where high standards and flexibility are expected
- Experience of working in a school environment

HOW TO APPLY

1

If you would like to apply for this role, please complete an application using the Apply button below.

APPLY

2

Our Guidance Notes for Applicants can also be found on the portal. Please complete the application by **9.00am on Tuesday 31 October 2023**

Please note that we are unable to accept applications unless they are made on our own application form. Due to the large number of applications the School receives, please be aware that only shortlisted candidates will be contacted to be invited for an interview.

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The Mill Hill Education Group is committed to safeguarding the welfare of children. As part of our Recruitment Checks, the appointed candidate will be subject to a Social Media and Enhanced DBS Check.

The Group applies for an Enhanced Disclosure from the Disclosure and Barring Service (DBS) for all positions at the schools which amount to regulated activity. The role you are applying for meets the legal definition of regulated activity with children.

If you are successful in your application you will be required to complete a DBS Disclosure Application Form. Employment with the schools is conditional upon the schools being satisfied with the result of the Enhanced DBS Disclosure. Any criminal records information that is disclosed to the schools will be handled in accordance with any guidance and/or code of practice published by the DBS. It is an offence for person barred from working with children to apply for this post.

The Mill Hill Education Group is committed to Equal Opportunities and welcomes applications from all sections of the community.

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millhilleducationgroup.com

The Mill Hill Education Group is the brand name for The Mill Hill School Foundation.

Registered in England: number 3404450

Registered office: Walker House, Millers Close, The Ridgeway, Mill Hill, London NW7 1AQ

Registered charity number: 1064758.
