



Glenalmond College Operations Manager (Estates & Commercial)



The Position

The College is seeking to appoint an Operations Manager for the Estates and Commercial functions at the school. The role will be part of the Chief Operating Officer's leadership team and will have three clear areas of responsibility:

- to lead the commercial activity delivered by the College's wholly-owned trading subsidiary, Glenalmond College Enterprises. This plays a crucial role in promoting Glenalmond College as a destination and venue for commercial business, a key source of non-fee income.
- to line manage the operational functions of Estates and Transport. Whilst Estates oversees the smooth running of our historic 300-acre estate, working specifically to manage the assets of the property and grounds, the Transport function operates a fleet of minibuses delivering daily pupil travel to and from the College and for other school activities.
- to act as the key relationship manager for the College's outsourced catering contract.

The role will lead and develop new business, manage client relationships, and drive commercial partnerships and community engagement. This position represents an excellent opportunity for a highly skilled and motivated individual to contribute to the year-round life of one of Scotland's foremost boarding schools.

The role may also encompass oversight of the delivery of other projects led by the office of the Chief Operating Officer.

Responsible to: Chief Operating Officer, Glenalmond College

Line reports: Head of Estates, Transport Manager, and any seasonal staff employed to support delivery of commercial business.

Duties and Responsibilities

Commercial

- Creating and implementing a new and innovative strategy for the College's assets and commercial operations to grow business in both domestic and foreign markets. This includes maximising the use of boarding facilities, sports facilities, and other aspects of the estate by creating a year-round program and calendar of activity for all facilities, particularly those that are available for use 365 days a year (e.g. former Cairnies Boarding House and grounds)
- Understanding all relevant regulations and ensuring that all commercial activity is regulatory compliant and is carried out safely. This includes guaranteeing that any safeguarding procedures and training are compliant as required.
- Effectively integrating commercial activities into the school's broader operations through close liaison and collaboration with colleagues such as the Director of Finance, Head of Estates, Houseparents, sports staff, academic staff and House matrons.
- Meeting predetermined financial and non-financial targets while adhering to business objectives.
- Resolving complaints relating to commercial business whilst also gathering, analysing, and responding to customer feedback whilst maintaining business relationships within the local community.
- Managing a team of casual staff during key booking and event periods to ensure effective group welcoming, monitoring, and satisfaction.
- Working closely with Marketing & Communications colleagues to design and implement a clear and simple marketing strategy. Similarly liaising closely with the Director of Sport to develop and implement strategies in relation to sporting facility use by regional and national bodies.
- Developing a physical and/or online retail offer that delivers a suitable product range for both current pupils and staff, Old Glenalmonders, and parents. This should be done in conjunction with the Director of Development.
- Winning business for film shoots including negotiating the best rate, managing film enquiries and recess, and co-ordinating filming days.

Estates & Transport

- Lead the efficient and effective management of the College's estate through the Head of Estates and their team. This includes managing a detailed plan for infrastructure investment - whether through repair or replacement - for all College buildings and grounds and planned, preventative & reactive maintenance and improvement works to maintain high standards across the site.
- Assist with the management of large capital and refurbishment projects.
- Retain oversight of the Estates budgets, working with the Head of Estates to identify and implement areas of cost efficiency, and ensure projects run within agreed financial levels.
- Refresh the College's landscape strategy and work to ensure the development of the estate is in line with the core principles and desired outcome.
- Through the Transport Manager, deliver an efficient, compliant, and effective transport service for day pupils, whilst also maximising the use of the vehicle fleet for other school activities as well as commercial business.
- To maintain appropriate policies and ensure they are up-to-date and relevant.

Catering

- Act as the key relationship manager with the College's outsourced catering provider to ensure they are delivering on their contracted commitments through regular contact and monthly reviews.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Person Specification

Essential

- Evidence of working at a similar level and in a similar role/experience of leading commercial activity, assisting with operational delivery, events planning and management, and having an awareness of Health and Safety issues and compliance.
- Experience in managing budgets, and managing and negotiating contracts
- Experience in developing and implementing strategic or action-oriented plans to deliver results

Skills

- Excellent interpersonal and communication skills; a creative thinker with a "can do" attitude toward entrepreneurship; and skilled at persuasion and negotiation.
- Strong organisational and project management abilities
- Able to uphold relevant rules, such as GDPR, health and safety, child protection and safeguarding, and compliance standards.
- Able to inspire people and foster a collaborative way of working
- Excellent IT skills

Personal Qualities

- Commercially minded with an ability to drive revenue and deliver profitable growth
- A strong understanding of the importance of safeguarding and protecting children's welfare.
- A flexible approach to work including being available for evening and weekend events.
- A high level of attention to detail and high standards of presentation.
- Excellent self-starter with a strong sense of initiative and common sense.
- Clear capacity to manage multiple priorities, adapt to change, and handle last-minute challenges.
- Evidence of ongoing professional development.

Desirable

- Hold a valid driving licence
- Experience of working in events management
- Experience of working in a customer service-led environment where high standards and flexibility are expected
- Experience of working in a school or other educational setting

Terms

This is a full-time, permanent position with a regular working pattern of Monday to Friday, 9 am to 5 pm, equating to 35 hours per week, but with the flexibility required to cover certain events and commercial business at different times throughout the year, particularly during school holiday periods.

This position attracts:

- Salary commensurate with skills and experience, from £47,000 pa
- Workplace pension scheme
- 30 days holiday entitlement and 10 bank/public holidays
- Employee Assistance Programme - Health Assured.
- Occupational sick pay
- Accommodation on-site may be available depending on needs

Applications for the post

Glenalmond College is committed to safeguarding and promoting the welfare of children, therefore, applicants must be willing to undergo child protection screening including checks with past employers and a PVG check at an enhanced level through Disclosure Scotland. Appointments will be conditional on references acceptable to the College and sight of original qualification certificates.

Further information in advance of applying can be obtained by contacting the Chief Operating Officer, Robert Garnish, at coo@glenalmondcollege.co.uk

Applicants should complete the College's recruitment application form and send it with a cover letter and CV to both hr@glenalmondcollege.co.uk and coo@glenalmondcollege.co.uk