

JOB DESCRIPTION

Commercial Events and Venues Manager



DEPARTMENT	Harrow School Enterprises Limited (HSEL)
REPORTS TO	Commercial Director
RESPONSIBLE FOR	Senior Events & Tours Coordinator, Tours Administrator, Casual Events Supervisors, and Tour Guides (indirectly)
WORKING PATTERN	40 hours per week as agreed (your employment contract will give full details)
ISSUE/REVISION DATE	July 2026

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, encompassing much of Harrow on the Hill in north-west London. Harrow School's 324-acre estate comprises approximately 150 buildings, 70 acres of woodlands and gardens, a 60-acre farm and 120 acres of sports fields including a nine-hole golf course, a conservation area and a collection of listed buildings. Around 830 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 academic staff and over 500 support staff.

All members of staff work to a single, uniting purpose: to prepare boys with diverse backgrounds and abilities for a life of learning, leadership, service and personal fulfilment.

Harrow School Enterprises Limited (HSEL) is the trading company of Harrow School. It is responsible for raising additional funds for the School through commercial activities such as events, filming, tours, weddings, educational courses, residential tenant groups and sports facilities hire. HSEL is also the head office for Harrow School Short Courses (HSSC), which is one of the leading providers of summer language courses for international students aged 8-17 years.

THE ROLE

The Commercial Events and Venues Manager is responsible for the day-to-day management and operational delivery of Harrow School Enterprises' events, tours and filming activities. This is a hands-on management role, with the post holder expected to take an active role in the planning, coordination and delivery of commercial activities, working alongside the team to ensure the highest standards of customer service and operational excellence.

Working closely with the Commercial Director, the post holder will support the growth of the commercial business by identifying opportunities to increase income, improve operational processes and maximise the commercial potential of the School's unique estate.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post holder develop. The School expects that the post holder will recognise this and will adopt a flexible approach to work. In addition, the post holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

COMMERCIAL MANAGEMENT

- Manage the day-to-day commercial delivery of events, tours and filming.
- Support delivery of annual income targets.
- Identify and recommend new commercial opportunities.
- Develop new venue packages, pricing and seasonal offers.
- Analyse trends and recommend new products and services.
- Produce monthly performance reports, forecasts and KPI reporting.

EVENTS MANAGEMENT

- Manage all commercial events from enquiry through to successful delivery.
- Manage weddings, conferences, private events, filming and corporate functions.
- Conduct client meetings and venue tours.
- Coordinate event logistics with internal departments and external suppliers.
- Provide on-site operational support during events and resolve issues as they arise.
- Coordinate events with School's outreach department, Shaftesbury Enterprise.
- Ensure exceptional customer service standards.

FINANCIAL MANAGEMENT

- Manage agreed budgets for events, tours and filming.
- Monitor profitability of every booking.
- Forecast revenue and expenditure.
- Approve quotations and contracts.
- Oversee invoicing and payment collection.
- Produce financial reports and forecasts for the Commercial Director.

TEAM MANAGEMENT

- Line manage:
 - Senior Events and Tours Coordinator
 - Tours Administrator
 - Casual Events Supervisors
 - Tour Guides (indirectly)
- Manage recruitment, induction and training.
- Manage rotas and staffing.
- Carry out performance reviews.
- Hold regular operational team meetings.

VENUE OPERATIONS

- Ensure event spaces are prepared and operationally ready.
- Coordinate with Catering, Estates, Works, Security and House teams.
- Manage the Civil Wedding Licence.
- Ensure venue standards remain exceptional.
- Maintain and improve operational procedures where appropriate.

TOURS AND VISITOR EXPERIENCE

- Oversee all public and private tours.
- Manage tour guide recruitment and training.
- Maintain and continually improve the visitor experience.
- Increase secondary spend through upselling.

FILMING AND LOCATIONS

- Manage filming enquiries and support income generation.
- Conduct location visits.
- Manage client relationships.
- Coordinate operational delivery.
- Liaise with School's Estates department to organise location usage.
- Ensure compliance and health and safety.
- Maximise utilisation without impacting School operations.

BUSINESS DEVELOPMENT AND MARKETING

- Work with Marketing to:
 - generate enquiries
 - develop campaigns
 - update website content
 - produce social media content
 - create sales collateral
- Represent HSEL at industry events where required
- Maintain relationships with agencies and suppliers.
- Support the Commercial Director in identifying new commercial partnerships.

EVENT MANAGEMENT SYSTEM (EMS)

- Manage the day-to-day use of the Event Management System.
- Ensure accurate booking information.
- Improve reporting.
- Develop new workflows.
- Train users.
- Liaise with system providers.

HEALTH, SAFETY AND COMPLIANCE

- Ensure compliance across all commercial activities.
- Oversee event risk assessments.
- Monitor safeguarding requirements.
- Ensure contractor compliance.
- Maintain operational documentation.

Harrow School is committed to promoting and safeguarding the welfare of children and young people and expects all staff and volunteers to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times.

In the event of a successful application, candidates will be required to undergo child protection screening appropriate to the post, including, but not limited to, reference checks with past employers, an Enhanced Disclosure and Barring Service check (including Children's Barred List information) and prohibition checks. This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions and cautions, reprimands and final warnings (including those which would normally be considered as "spent" under the Act) must be declared, subject to the DBS filtering rules. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at Harrow School. Please refer to the School's Recruitment, Selection and Disclosure Policy for more details.

QUALIFICATIONS, EXPERIENCE AND ATTRIBUTES

Post-holders/candidates will be expected to demonstrate the following:

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Managing complex commercial events.
- Venue management.
- Budget management.
- Team management.
- Client relationship management.
- Experience supporting commercial growth.
- Marketing awareness.
- Contract management.
- Health and Safety compliance

DESIRABLE

- Education sector experience.
- Historic venues.
- Weddings.
- Film locations.
- Tourism.
- Hospitality.
- CRM/EMS systems.

SKILLS AND ABILITIES

ESSENTIAL

- Commercially driven.
- Excellent communicator.
- Strong negotiator.
- Highly organised.
- Financially literate.
- Calm under pressure.
- Relationship builder.
- Hands-on manager with a proactive approach.
- Excellent problem solver.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.