



Information for Candidates

Events Operations Manager



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Welcome

Dear Potential Applicant

Thank you for your interest in working at Dulwich College. We are a school committed to providing a wealth of opportunities to pupils and colleagues within a nurturing, equitable and caring ethos.

The College is served by a dedicated and increasingly diverse staff body, comprising some 250 teachers and over 350 operational staff colleagues, who work with a pupil body of around 1,850 across the Senior and Junior Schools and in our co-educational nursery and infant school at DUCKS.

Dulwich College is committed to an ambitious educational vision and social mission: our educational vision is to provide an inspiring education based on the primacy of the classroom within a holistic education; our social mission is to provide access to our education for children of all backgrounds through our bursary provision and the partnership and outreach work carried out by pupils and staff. There are currently over 200 pupils at the College benefiting from means-tested bursary support and we have an ambition to increase this number in the years ahead.

Through the work of our Equity, Diversity and Inclusion (EDI) Forums, wider Pupil Voice initiatives and our forward-looking approach to sustainability, our ethos is one of equity, diversity and inclusion for our pupils and colleagues.

Do read the profiles of some of our staff in this candidate pack, where you'll also find details of some of the benefits of working at Dulwich College. We are committed to providing an excellent place to work where staff can develop their expertise and experience.

You can find out more about every aspect of a College education and our commitment to our wider community on our website www.dulwich.org.uk

As ever
Dr Joe Spence
The Master



The College

Dulwich College is an academically selective independent boys' school in south east London with a tradition of inspired teaching, genuine scholarship and co-curricular breadth.

Situated in 70 acres, yet only 12 minutes by train from central London, the College enjoys outstanding academic, co-curricular and sporting facilities, including The Laboratory, a RIBA National Award-winning Science and Arts building. There has also been an extensive refurbishment of its iconic Grade II* listed Barry Buildings and surrounding landscaping.

Further information about the College can be found on our website www.dulwich.org.uk



Vision, Values and EDI

Vision

Our vision is to be an outstanding school inculcating in every pupil an aptitude for work and study and a sense of service so they have the potential to make a positive difference in the world.

Values

Our values are:

Equity for all;
Respect for all; and
Service engagement of all.

Through these values we seek to encourage curiosity and creativity, compassion and open-mindedness, resilience and integrity, and a collaborative outlook and an appreciation of how we all benefit from living and growing in a diverse and inclusive society.

Equity, Diversity and Inclusion

We proudly celebrate the diversity that exists within our pupil and staff bodies, as well as in our alumni and parent communities, and recognise the important role that our rich array of backgrounds and experiences plays in building a vibrant, forward-looking community. As a result, Dulwich College stands firmly against discrimination and exclusion in all its forms.

We strive to build a supportive community that encourages a sense of social responsibility and which promotes the fundamental British values of democracy, individual liberty, respect and tolerance, and the rule of law. We will continue to work alongside members of our community to progress our inclusion work and embed our core values across all aspects of College life.

All staff have a responsibility to safeguard and promote the welfare of children. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work with the safeguarding policies of the organisation.

As an employer we are committed to promoting and protecting the physical and mental health of our staff.



Katy Millis
Head of Sustainability

Coming from a background in retail management, I joined Dulwich College 22 years ago as the manager of our school shop, The Commissariat. After a number of years in this role I was promoted to head of procurement. Aspects of this role include buying FF&E for new builds, tendering for uniform and sports kit supply and looking after the Colleges utilities portfolio. My interest in Climate Change along with my role in the acquisition of the Colleges energy, water and consumables naturally lead to my current role managing the College Sustainability Action Plan. On a personal note, the College has been a great place to work with opportunities to assist with events such as Christmas Fairs and charity fundraising. I have also enjoyed making friends with both my immediate peers and within the wider college community.



Leslie Okyne
Transport Manager

My role in my previous company as a Sales manager in a passenger transport firm meant that I had to manage a few accounts, including Dulwich College's (Foundation Schools' Coaches) account, as we supplied them with daily coaches. When I bumped into the Transport Manager role on the Indeed website, I did not hesitate to apply for the job, and was very chuffed when I was successful. Working in this capacity has taught me a lot in five years, and Dulwich College has allowed me to blossom into a more responsible individual. Working here has enabled me to acquire new leadership skills and has taught me how to adapt quickly to change.



Jo Foster
Upper School Registrar

I was thrilled to join Dulwich as Upper School Registrar having enjoyed a long and positive connection through my children who were all pupils here. I work alongside a talented, diverse, and dedicated teaching and operational team for whom it is clear that the wellbeing and success of the College's students, as well as its staff, is paramount. The enthusiasm is infectious with opportunities for staff involvement across the College and career progression. My work is varied with each day bringing something new; I could be touring an international student and their family, talking to Year 10 students about joining the College and the bursaries and scholarships available, running entrance examinations, and mentoring one of our EPQ students. Dulwich is a special place to work, and I feel fortunate to part of a dynamic, busy, and welcoming community where everyone is valued and respected.



Isabelle Beckett
Alumni Relations and Events Officer

I joined Dulwich College after the pandemic resulted in redundancy from my previous role organising corporate events. When the job market opened up, I decided to take the opportunity to move into the charitable sector. My role at Dulwich College is exactly what I was looking for, combining event organisation with people relations, and allowing me the opportunity to develop new skills such as social media management. I am based in the Development Office, working in a small but collaborative team who are incredibly supportive. There are often opportunities to work with, and get to know, other departments; the sense of community is one of the things I like most about working here. The Events Department run all College Hospitality and Community and Commercial Events over the 70 acre campus. From Auction Dinners, Residential Lets, weddings and



The role

The Events Department run all College Hospitality and Community and Commercial Events over the 70 acre campus. From Auction Dinners, Residential Lets, weddings and corporate away days and sports events such as cricket. It is a busy, exciting and varied department with a close and highly motivated team.

Dulwich College's facilities are available to hire for a broad range of events, celebrations, functions and activities, and membership of its Sports Club is open to the local community. All profits made by Dulwich College Enterprises Limited (DCEL) are gifted to the College, helping to support its educational mission, including bursaries and scholarships.

The Events Operations Manager will oversee the planning and execution of all hospitality and events ensuring high standards of service delivery, operational excellence, health and safety and client satisfaction.

Working closely with the Events Team and managing the Events Operations Team, you will be managing a team of 4 colleagues and be an integral part of the leadership of the Commercial Events Team.



Job description

Job title

Events Operations Manager

Reporting to

Head of Events

Period of employment

Permanent

Hours of work

40 hours per week, 7 days a week on a rota. The College closes over the Christmas Period. The times and hours required to carry out the role vary greatly and include a significant amount of evening and weekend work to deliver the broad range of events.

Salary

c£45k per annum, according to skills, qualifications and experience.

Tasks and duties

Core Duties

- Operational Leadership: Lead and manage the operations on the event floor, ensuring seamless execution of events from setup to breakdown
- Team Management: Supervise and motivate the Events Operation Team and casual staff providing clear direction, support and training to ensure exceptional service and guest satisfaction.
- Client interaction: Interact with clients and event organisers to understand their requirements, address concerns and ensure all expectations are met or exceeded.
- Logistics coordination: Oversee event logistics, including maintaining equipment, setup, breakdown and coordination of staff to guarantee the smooth flow of events.
- Quality Assurance: Maintain high standards of service quality, cleanliness and presentation throughout the event spaces.



- Problem resolution: Effectively address and resolve any issues or challenges that may arise during events, ensuring a positive experience for clients and guests
- Financial control: responsible for cost control and optimisation of resources to achieve successful and profitable events.

Additional Duties

- Any other reasonable duties required by the Director of Commercial Enterprises, Head of Events or Events Operations manager aligned to the delivery of the wider team objectives and plans.
- Close working with Head of Catering and Head Chef in the delivery of catering for events.

All staff have a responsibility to safeguard and promote the welfare of children. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work with the safeguarding policies of the organisation.

All staff must take care of their own health and safety and that of others, observe applicable safety rules, follow instructions for the safe use of equipment and co-operate with managers on health and safety matters (including the investigation of any incident).

Essential Qualifications and Experience

- Proven experience in event operations management, preferably in a unique or heritage event space
- Demonstrated leadership of an operational or events team
- UK driving licence, the role will require the driving of a small Van
- Computer literate with good understanding of Microsoft office
- Food Hygiene Qualification – Level 2 or above.

Desirable Qualifications

- Experience of working on a large site with multiple venues.
- Personal licence holder.
- Knowledge of business management principles and practices.
- Technical understanding of basic AV and event equipment.



Personal Qualities

- Customer focused with genuine passion for the hospitality & events industry.
- Hands on with a can-do attitude.
- Strong leadership and team management skills, inspiring your team
- Excellent communication and interpersonal abilities enabling you to make genuine connections with clients, guests and colleagues.
- Ability to work under pressure and handle challenging situations with grace.
- Detail-oriented with keen eye for quality and aesthetics
- Team leadership.



Benefits

Financial

- Contributory Pension Scheme
- Fee remission for children at DUCKS, Dulwich College, JAGS and Alleyn's schools
- Paid sabbatical/ special projects leave
- Free travel on the Foundation Coach Service for staff
- Up to 10% discount at the Commissariat
- Discounted rates for private functions
- Subsidised accommodation, subject to terms and conditions

Health & Wellbeing

- Bupa Healthcare Cash-plan including Employee Assistance Programme
- Staff personal accident scheme, incorporating dental
- Enhanced holiday entitlement
- Free membership to Dulwich College Sports Club for staff and their children
- Enhanced sick pay
- Menopause support
- Free lunch, tea & coffee all year round

- Cycle to Work Scheme under salary sacrifice
- Contribution towards glasses, if needed for work purposes
- Discounted rates for use of the Outdoor Centre
- 50% off green fees at Dulwich Golf Club on weekdays

Family Friendly

- Enhanced maternity pay
- Enhanced adoption pay
- Enhanced paternity and shared paternity pay
- Enhanced bereavement leave
- Time off for IVF and Assisted Conception
- Flexible working arrangements including part-time and term-time working
- Priority over the children of non-staff for DUCKS

Social

- Staff events throughout the year, including the End of Year Party, New Starters and Leavers Governors Reception
- A variety of College wide performances and events
- Free Entry to Dulwich Picture Gallery (certain exhibitions are not included)



Application Procedure

To apply for this role please visit our [vacancies page](#)

Closing date

12 April 2024

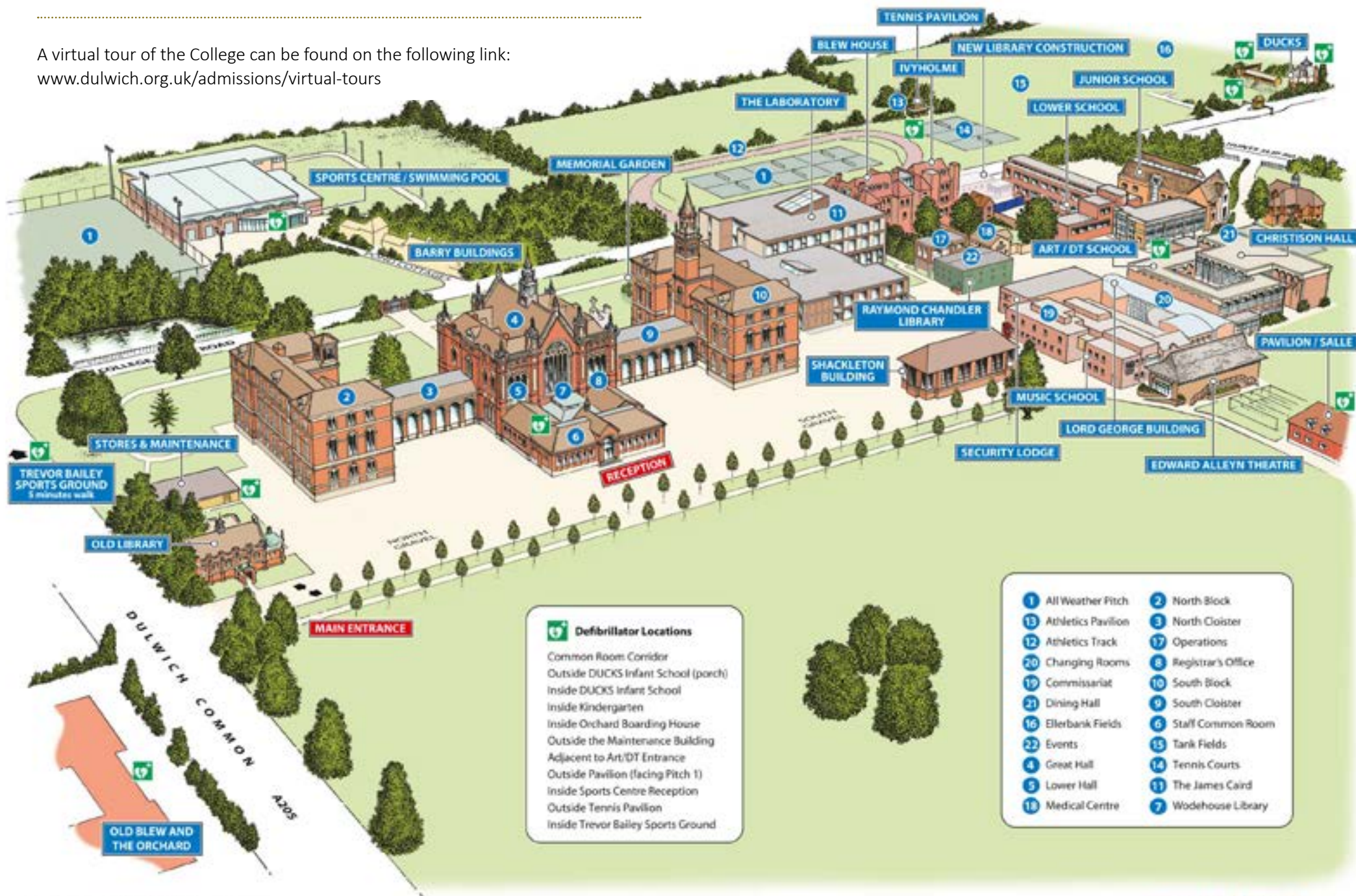
Interview date

Week commencing 15 April 2024

We are committed to safeguarding and promoting the welfare of children. This is the responsibility of the whole College community. We all remain vigilant about safeguarding at the College and we never think that child abuse could not happen here or to our pupils. A DBS Disclosure is required to Enhanced level. The DBS Code of Practice and the Standard and Enhanced DBS Privacy Policy can be found on our website. Charity 1150064

Campus map

A virtual tour of the College can be found on the following link:
www.dulwich.org.uk/admissions/virtual-tours





DULWICH COLLEGE

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