



## JOB DESCRIPTION

<b>Department:</b>	Millfield Enterprises
<b>Post:</b>	Events & Courses Co-Ordinator - DDSL
<b>Responsible to:</b>	Senior Events & Courses Manager
<b>Job Purpose:</b>	To support the Senior Events & Courses Manager in the planning, sales, and delivery of a diverse portfolio of events, courses, and camps. The role acts as the second-in-command, helping to ensure operational excellence, strong customer experience, and commercial success, while deputising for the Senior Events & Courses Manager when required. The role also includes responsibilities as a Deputy Designated Safeguarding Lead (DDSL), supporting safeguarding compliance and culture across all Enterprises activities.

### MAIN DUTIES AND RESPONSIBILITIES

#### Events, Courses & Camps Delivery

- Coordinate and deliver residential and non-residential events, courses, and camps.
- Act as lead operational contact for assigned programmes, including onsite delivery.
- Support the Senior Events & Courses Manager and Enterprises Operations Manager in overseeing the full programme of activity.
- Ensure high standards of customer service and operational delivery at all times.
- Maintain flexibility to work evenings and weekends as required.

#### Planning & Operational Coordination

Plan and organise all logistical aspects of events and courses, including:

- Facility bookings and campus usage
- Staffing coordination
- Timetabling and programme delivery
- Prepare and manage event documentation, including schedules, registers, and operational plans.
- Produce costing sheets and assist in pricing and budgeting.
- Drive efficiency improvements in processes and systems.

#### Commercial & Sales Support

- Support proactive sales activity, responding to enquiries and converting bookings.
- Develop relationships with clients (internal and external) from initial enquiry through to event completion.
- Identify opportunities to grow bookings and improve commercial performance.
- Work with the marketing team to support promotional campaigns and course visibility.

#### Customer & Stakeholder Management

- Act as a key point of contact for customers throughout their journey.
- Build strong relationships with:
  - Internal departments (teaching and support staff)
  - External clients and partners

- Deliver excellent pre-event, during-event, and post-event customer care.
- Support engagement with the local community and stakeholders.

#### **Systems, Administration & Reporting**

- Accurately manage bookings using internal systems and databases.
- Maintain up-to-date records including contracts, legislative paperwork and enrolments, attendance, and medical data.
- Support reporting requirements, including operational summaries and performance data.
- Ensure effective communication across all stakeholders.

#### **Team Support & Deputising**

- Act as No.2 to the Senior Manager, supporting day-to-day operations and delivery.
- Deputise in the absence of the Senior Manager, ensuring continuity of service.
- Support the Operations Manager in the delivery of Enterprises Operations
- Support junior staff, seasonal teams, and course leaders during delivery.
- Contribute to a positive, high-performing, customer-focused team culture.

#### **Safeguarding & Compliance (DDSL Responsibilities)**

- Act as a Deputy Designated Safeguarding Lead (DDSL) for Enterprises programmes. (Training will be provided for this element of the role)
- Support the Designated Safeguarding Lead (DSL) in maintaining a strong safeguarding culture.
- Respond to safeguarding concerns in line with policy and escalate appropriately.
- Step into the Acting DSL role when required.
- Ensure safeguarding, health & safety, and compliance procedures are followed across all activities.
- Assist in maintaining accurate safeguarding records and reporting.
- Promote a safe, inclusive environment for all participants and staff.

#### **PERSONAL SPECIFICATION**

##### Skills & Experience

- Experience in events, hospitality, education programmes, or similar environment
- Strong organisational and coordination skills
- Experience in customer-facing or sales-led roles
- Confident using systems (CRM/databases) and Microsoft Office
- Ability to manage multiple projects simultaneously

##### Attributes

- Proactive, self-motivated, and results-oriented
- Strong teamwork skills with ability to lead when required
- Excellent communication and relationship-building abilities
- High attention to detail and problem-solving capability
- Adaptable and resilient in a fast-paced environment
- Strong commitment to safeguarding and wellbeing

##### Additional Information

- Flexibility required, particularly during school holidays, evenings, and weekends.
- Annual leave must be planned with at least 3 weeks' notice and aligned to operational needs.
- The role may include additional duties as required by the Senior Events & Courses Manager, Operations Manager or Director of Enterprises, providing that such duties are appropriate to your role.

*Millfield School is committed to providing a safe and inclusive environment for all. We are a community that celebrates diversity, supporting our pupils and employees to be brilliant as individuals.*

*We are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Specific safeguarding responsibilities for this position are outlined in the job description. Offers of employment are subject to satisfactory safeguarding checks including, but not limited to, Enhanced DBS clearance. All positions within the school are exempt from the provisions of the Rehabilitation of Offenders Act 1974.*

*Be kind, be individual, be brilliant. Millfield School, where being an individual is recognised as the key to brilliance.*

“ I understand the duties listed above.

“ I require clarification of the duties listed above.

Signed:.....

Print Name: .....

Date:.....