JOB DESCRIPTION

Post Title: Director of Commercial Services
Grade: Grade 10 B
Reports to: Director of Operations
Responsible for: Commercial Services

Role purpose:

The post-holder will ensure that the Directorate achieves its financial objectives through robust financial management and a marketing driven approach whilst still providing a service that focuses on the student experience. They will create a strategy that supports the promotion and sale of all facilities for conferencing and commercial activities at the University for both internal and external clients, driving new initiatives and maximising revenue whilst maintaining the integrity of academic activity, student experience and the fabric of the estate. Close liaison with the Director of Operations is essential, as are close links with other senior/key members in the Department and elsewhere in the College. This is a new post and the appointee will be expected to demonstrate his or her ability to develop, and respond to new opportunities and challenges as they arise.

The main responsibilities of the post are:

Strategic Management and Leadership

1. To work with the Director of Operations to take a lead on strategic thinking within Professional Services at Royal Holloway.

2. To develop, implement and monitor annual operating plans and business plans for the Commercial Directorate.

3. To take the lead in identifying and developing new service opportunities that widens the scope of the Commercial Directorate.

4. To monitor the quality of the accommodation and catering offering that we provide students and to constantly strive for innovation and improvement in this offering.

5. To identify business development opportunities by acting as a University ambassador seeking and engaging external partners and networks.

6. To effectively manage, lead and give day to day direction to the staff in an organisational structure most appropriate to deliver the services covered by this role.
7. To proactively seek inspirational new ideas and methods of working and provide effective training and development for all the staff to ensure the services provided are maintained at the forefront of best practice and are exemplars of client focussed commercial services in Higher Education.

Customer Service

8. To have responsibility for ensuring that all aspects of commercial relationships are responsive and well-managed, establishing and responding to systematic client and user feedback.

9. To set quality standards across the full range of services to be provided and ensure that they are adhered to with regular training and performance reviews.

Planning and Organising

10. To formulate and develop risk-assessed, robust commercial proposals which have synergy with Royal Holloway’s academic mission and values.

11. To prepare and regularly review, or co-ordinate the preparation and review of, detailed policy and procedural documentation to ensure appropriate methods and levels of service are clearly defined, that they deliver as a prime focus, safe, customer orientated services to and as required by the College community and that Commercial Services staff can readily understand what is required of them.

Other responsibilities

12. In agreement with the Director of Operations, attend and represent the Department internally at Committees and Working Groups and the College externally.

13. To observe and comply with all College policies and regulations.

14. To undertake specific safety responsibilities relevant to the role.

15. To maintain confidentiality as appropriate.

16. Any other duties as required by the line manager that are commensurate with the grade.

17. As the needs of the College change so the above job profile, duties and location of the role within the Professional Service of the College will be adjusted accordingly.
Person specification
The role of Director of Commercial Services requires a highly capable and experienced individual with a proven track record of management within a commercial services department.

The successful candidate will be adaptable and perceptive, innovative and entrepreneurial, able to transfer experience and alert to new ways of working and new opportunities. They will understand the need to be financially sustainable whilst always maintaining the need to keep the student experience at the forefront of all business ventures. They will readily accept that the role may change and develop as the College responds to a challenging external and financial environment and personnel changes. Candidates will also be expect from time to time to work outside normal working hours.

Qualifications
- Educated to degree level or above or equivalent.
- Ideally hold a relevant professional qualification or equivalent.

Knowledge, experience and skills
Essential
- Proven track record of success in senior management and inspirational leadership.
- Experience in exercising first class leadership, administrative and management skills.
- Ability to think and contribute strategically and to delegate effectively.
- Commitment to customer-focused service, delivery and ethos.
- Proven experience of delivering to financial targets in a customer service environment.
- Experience that shows an understanding of a diverse market particularly focussed on young adults.
- Clear ability to influence and network, with a range of well-developed interpersonal skills
- Evidence of formulating and successfully implementing business development strategy and plans
- Open, approachable and participative management style with a commitment to staff development.
- Professional and personal credibility that will command the respect of a wide range of stakeholders internally or externally.
- Experience of building & maintaining relationships with clients & partners
- Strong understanding and empathy with the academic environment and the strategic aims of Royal Holloway.

Desirable
- Experience working in the Higher Education sector or similar.