Post Title:
Head of Commercial Operations

Responsible to:
Deputy Director of Marketing and Communications

Location:
PO Box 397, Walton Hall
Milton Keynes
MK6 6BE

Hours of Work:
Full time

Salary:
£38,784 to £41,064 per annum

Duration of post:
18 months
(with possible extension)

Where we are now
The Students' Union is a great employer. It is a progressive, compassionate, caring, and enjoyable place to work. We have talented and motivated people, a fantastic culture, and a united sense of direction. Staff feel very positive about their colleagues, and the supportive and caring organisation we have created. They are proud to be supporting students and to work on issues that really make a difference.

Where we are going
Whether it's sexuality, gender, or any part of identity, we want staff to be able to bring their 'whole selves' to work and live authentically. We want to embrace the ever-changing nature of supporting students, whilst also helping staff keep a work life balance. We want to embrace technology and flexibility whilst also maintaining high quality outcomes. We want to be an employer of choice, somewhere people admire, respect, and want to work for.

About the Role

Head of Commercial Operations – Role Profile

Purpose of the role

- Leads on the SU's commercial activity, including the web shop, pop-up retail, graduation events and sponsorship opportunities, supporting the organisation's financial sustainability.
- Manages and develops the commercial business, improving performance through best practise and effective collaboration with providers and partners.
- Ensures commercial operations meet the needs of students and staff and are supported by efficient operational planning and review processes so that projects and targets are delivered, and resources are managed effectively.
- Leads the planning and logistics needed to ensure all commercial activity is carried out safely and securely.
- Maintains excellent standards of customer service, ensuring partners, customers and colleagues receive clear and timely communication about commercial activity.

Main duties and responsibility

Leadership and strategy

- Leads the development and implementation of the commercial strategy.
- Supports the development of new income streams.
- Liaises effectively with key stakeholders and act as the main point of contact for SU commercial projects and services.
- Plans commercial development activity and ensure that the services offered by the SU remain relevant to the wants and needs of students.
- Manages the co-ordination of any need for investment to support commercial activity and growth and to prepare business cases for development and investment in a timely and well organised manner.
- Manages and mitigate risks within commercial operations.

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Operations delivery and reporting

- Effectively manages the delivery of all commercial activity, including the planning, coordination and delivery of online sales, pop-up retail and partnership agreements.
- Ensures commercial operations comply with relevant regulations and that staff and volunteers are equipped with the knowledge and training needed for their roles.
- Oversees the development of product ranges, ensuring they reflect seasonal planning and key points in the academic calendar.
- Collaborates with the Marketing and Communications team to plan and deliver activity that builds awareness and engagement.
- Ensures commercial products and services are effectively represented in campaigns and content, supporting both the promotion of the commercial offer and wider organisational objectives.
- Works with the Finance team to ensure robust measurement of commercial activity, including progress against financial targets and key performance indicators.
- Supports a regular business reporting process to provide clear and transparent oversight of commercial performance.

Core responsibilities of G7 positions

- Oversees and provides high level support to Projects and Workstreams e.g. strategic direction/additional resource.
- Manages relevant budgets.
- May line manage related team members.
- Accountable for unit/team/area business plan, leading the business planning process with team.
- Accountable for ensuring relevant KPIs are reported correctly and on time to Board of Trustees.
- Support Student Leadership Team Vice Presidents, taking on a coaching and mentoring role where relevant.
- May be accountable owners of aspects of the organisation risk register.
- Takes a lead in planning, implementation and evaluation of strategic projects and work.
- May Chair or Secretary SLT level Committees e.g. sustainability working group/Appointments Committee.
- Able to interpret and implement policy and governance documents of organisation as well as writing and owning policies related to their role and responsibilities.
- Leads recruitment of Grade 5/6/H6 staff.
- Role models our organisational values at all times, supporting and contributing to a culture of openness, inclusion and ambition.

Essential	Desirable
Education, qualifications and training	
Mathematically competent and qualified in maths to at least GCSE level pass.	Educated to degree standard or equivalent professional experience.
Grade A*-C in English, or IELTS 6.0 or above (to include a score of at least 5.5 in Reading, Writing, Listening and Speaking).	ILM lv3 or above in Leadership and Management or willingness to work towards.
Experience, capabilities and skills	
Experience in a leadership role and the co-ordination of staff and/or volunteer resources.	Experience of working in a similar democratic or member-led organisation (e.g. student union, charity, public sector).
Experience of building successful stakeholder relationships and partnership working.	Experience of delivering training or presentations.
Experience of delivering results and meeting targets.	Experience of writing and delivering reports for decision-making audiences.
Experience of business performance management processes and reporting.	
Experience of online selling platforms and increasing engagement.	
Experience in clothing/merchandise retail, or other similar commercial activity.	
Excellent interpersonal and communication skills.	
Experience of managing budgets.	
Digitally adept, agile and enthusiastic.	
Flexibility, adaptability, calmness under pressure and resilience.	
Highly self-motivated with excellent organisational skills, attention to detail and a can-do positive attitude.	
Enthusiasm for the work and strategic goals of the Open SU.	
Relishes the challenge of working in a busy, diverse and multi-functional team environment.	
Additional requirements and special working conditions	
Must reside within reasonable commuting distance of our Milton Keynes office or understand that hybrid working will mean some work in Milton Keynes will be required as business needs dictate.	
A flexible approach to work, including a willingness to work evenings and weekends by prior agreement with line manager. This will include a need to work occasional weekends to support face to face or online events within the portfolio.	
Commitment to equality, diversity, inclusion and accessibility.	
Commitment to own professional development.	
Commitment to environmental sustainability.	