2627 DS 010

Commercial Operations Coordinator

Operational

Interview date
14th December

Contract type
Permanent
Full time

Start date
February 2027

Safeguarding Statement:
Dragon School is committed to safeguarding and promoting the welfare of children and expects all colleagues to share this commitment. All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check.

Applicants should review the School's Safeguarding Policy and Safer Recruitment Policy (which includes information about our approach to the employment of applicants with criminal convictions). These policies are available on our website at www.dragonschool.org.



MESSAGE FROM THE HEAD

Introduction

Dragon School is one of Britain's leading preparatory schools, offering a first-class day and boarding education for children aged 4-13 years. Located in the heart of the city of Oxford, the Dragon provides a distinctive educational experience that not only celebrates childhood and the joy of learning, but also prepares young people with the skills to thrive in a rapidly changing world and continue to 'Reach for the Sun' (Arduus ad Solem).

This is an exciting time to join the Dragon School Community as we have just launched our Strategy for 2027 and Beyond. This plan outlines our ambition for the next few years including our plans for a network of schools across the world. We welcome colleagues to the Dragon who will add value to our community with their unique skill set and share in our ambition.

Free-thinking sits at the heart of a Dragon Education. As a School, we are constantly seeking to innovate, developing the curriculum both in and out of the classroom. Dragon Quest, our Saturday enrichment programme, is a unique opportunity to stretch our pupils further, giving children the freedom to learn new and unfamiliar skills, from beekeeping to exploring anthropology; we are only limited by our imaginations. Equally, giving back, service and philanthropy is integral to being a Dragon.

We are pleased that you are considering applying for this role and we hope this brochure gives you all the information you need. We look forward to receiving your application.

> "We welcome colleagues to the Dragon who will add value to our community with their unique skill set and share in our ambition."



ABOUT THE DRAGON

The School

Since 1877, Dragon School has cultivated Kindness, Courage, and Respect in its young learners. Today, we are an extraordinary co-ed day and boarding school in Oxford for children aged 4-13.

In terms of location, the Dragon enjoys the best of both worlds. Our nurturing Pre-Prep is in vibrant Summertown, and our North Oxford Prep boasts expansive playing fields rolling down to the banks of the River Cherwell. In our classrooms, you will feel the energy, excitement and aspiration which define a Dragon education. And elsewhere around School – on the playing fields, in our new music and performing arts centre, in the boathouse, art studios, science labs or our homely boarding houses – you will get a sense of the strong relationships and the powerful ethos that binds our School community.

Our progressive outlook is built on a legacy of intellectual curiosity. The School was founded as the Oxford Preparatory School in the 19th century to educate the sons of Oxford University dons. The name was soon changed to Dragon School and it was run for many years by the Lynams, a family with progressive educational views. Today, the Dragon's aims and ethos remain true to its founding tenets that school should be a place of inspiration, wonder and, above all, fun.

We are proud of our history, but we refuse to stand still. The Dragon is proudly co-educational and inclusive, and our boarding and day pupils represent thirty different nationalities. Diversity cultivates a dynamic, cosmopolitan environment where young learners can feel proud of their unique qualities. This strong sense of self feeds our pupils' energy and drive, and many move onto senior school with academic and specialist scholarships.

When you join the Dragon, you join a lifelong community.





ABOUT THE JOB

The Role

Overview

The Dragon seeks to appoint a Commercial Coordinator to join the Commercial Department.

Purpose

To serve as the operational gatekeeper and administrative engine of the Dragon School Commercial Department. This role owns the end-to-end customer onboarding journey - from initial enquiry and rigorous compliance vetting to contract execution and final invoicing - ensuring all commercial lets are fully secure and paid before accessing the School estate.

To support the Commercial Manager in the efficient administration and delivery of the School's commercial activities. The role will be responsible for managing enquiries, coordinating bookings, maintaining accurate records,supporting invoicing processes, and providing excellent customer service to external clients and internal stakeholders.

The postholder will act as a key point of contact for commercial customers, helping to ensure a professional and seamless experience from initial enquiry through to event delivery.

Reports to: Commercial Manager



Duties and responsibilities

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Postholders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. Duties will include, but not be limited to –

- **Sales & Enquiry Management:** Serve as the primary front-of-house contact for all holiday camp, residential let, and swimming pool enquiries; qualify leads efficiently to maximise revenue.
- **Contracting & Compliance Vetting:** Issue, track, and archive all hire agreements. Enforce a strict zero-tolernace policy on compliance, ensuring all external operators submit valid Public Liability Insurance, risk assessments, and verified DBS/safeguarding declarations prior to arrival.
- **Financial Control:** Manage the venue booking system, issue accurate invoices, collect utility/damage deposits, and reconcile evening/weekend swim club billing in coordination with the Finance department.
- **Customer Service and Support:** Act as a welcoming first point of contact for external hirers, holiday camps and commercial partners. Build positive relationships with customers and provide a high standard of customer service. Conduct site visits and assist with customer meetings where required.

ABOUT THE JOB

The Role cont.

- **Operational Liaison:** Deliver comprehensive operational briefs (including final guest counts, timetables, and room requirements) to the wider team seven days before any event or camp begins. Liaise with Operations, Estates, Finance and Catering teams to ensure commercial activities run smoothly. Prepare operational information packs for events and holiday programmes. Ensure customers are provided with clear arrival instructions and event information.
- **Commercial Administration:** Manage and respond to commercial enquiries via email, telephone and online platforms. Maintain booking systems, calendars and customer records. Prepare contracts, hire agreements and associated documentation. Ensure all compliance documentation is received and recorded, including insurance certificates, risk assessments and safeguarding information. Support the Commercial Manager with reporting forecasting and occupancy tracking. Maintain accurate filing systems and commercial records.

Commercial Marketing Support

- Maintain and update commercial pages of the Dragon website.
- Create and schedule content, promoting commercial activities, holiday camps and facility hire opportunities.
- Assist with the production of marketing materials, digital content and customer communications.
- Support the Commercial Manager in promoting new commercial opportunities and partnerships.
- Monitor enquiry sources and provide basic reporting on marketing activity and campaign effectiveness.

Health and Safety at Work

All colleagues share responsibility for achieving safe working conditions. The postholder must take care of their own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of equipment.

For an informal discussion about the role please contact
Michelle Mayes, Commercial Manager, at michelle.mayes@dragonschool.org

ABOUT THE APPLICANT

The Person

Essential

- Minimum 2-3 years in an administrative, sales coordination, or customer-facing role (hospitality, leisure, or education sectors preferred).
- High proficiency with CRM or venue management software: exceptional attention to detailed compliance documentation; strong basic numeracy for invoice generation.
- Strong organisational skills and attention to detail. Ability to manage multiple tasks and priorities. Competent in Microsoft Office, particularly Excel, Outlook and Word.
- A strict, methodical, organised worker who is comfortable enforcing boundaries and payment deadlines with external clients.
- Professional and confident when dealing with customers and colleagues. Friendly and approachable.
- Highly organised and proactive. Customer-focused with a solution-oriented mindset.
- Able to work independently while contributing to a team.
- Professional and confident when representing the School externally.
- Commitment to the principles of Diversity, Equity and Inclusion.
- Commitment to safeguarding and promoting the welfare of children.
- Values and respects the views and needs of children.

Desirable

- Experience working in a school, hospitality, leisure or events environment.
- Experience using booking or venue management systems.
- Basic Marketing or website content management experience..
- An understanding of safeguarding and compliance requirements when working with children or external providers.

EDI Statement
At Dragon School we know that diversity promotes creativity and innovation. We are committed to equity of opportunity and to being a fair and inclusive employer.



Salary and benefits

Salary

Upto £31,520 per annum

Live Out Allowance

Many colleagues (including some operational staff) who live off site (not in school accommodation) receive a “Living Out Allowance” (LOA) of £4,300 p/a in return for:

- supervising one evening Prep a week, followed by the taking of Supper and “Dorms” in a Boarding House;
- being on weekend duty for two weekends per academic year; and
- supervising the London bus approximately once every two years.

Accommodation

We have limited accommodation available, but we try to help where we can. Colleagues whose roles require them to live and work within our boarding houses usually live rent free and do not pay for council tax or utilities. Gas and electricity are taxable benefits and reported annually by P11D.

Colleagues who live in school accommodation and undertake supervisory boarding duties in the evenings and at weekends will usually live rent free but will make a monthly contribution towards the costs of council tax, water, gas and electricity which is deducted directly from salary.

Pension

All eligible colleagues are auto-enrolled into the School’s Defined Contribution pension scheme.

The School makes an employer contribution of 4% of salary alongside an employee contribution of 4%. A tiered structure enables colleagues who increase their employee contributions to benefit from higher employer contributions up to a maximum employer contribution of 12% as follows:

- 4% employee / 4% employer
- 5% employee / 9.3% employer
- 6.5% employee / 11% employer
- 7.5% employee / 12% employer

Pension Salary Sacrifice

Pension salary sacrifice is offered as an optional agreement to exchange part of gross salary for an increased pension contribution. This is a tax efficient way of saving as tax and National Insurance (NI) contributions are reduced.

Fee Remission

We offer a generous fee remission of up to 75% of day fees for up to two children attending our Prep School (E Block to A Block inclusive). Fee remission is not currently available for children attending the Pre-Prep.

For colleagues who work part-time, fee remission is calculated on a pro-rata basis. The method of calculation varies depending on the nature of the role and working pattern.

Full details of the scheme, including eligibility criteria, pro-rata arrangements and other terms and conditions, are available in the School's Fee Remission Policy. Candidates who would like further information are welcome to request a copy from the People team.

Other benefits



Annual Leave
30 days plus Bank holidays (pro rata for part time) and discretionary Christmas closure



Coaching Programme
External one-to-one confidential support sessions for professional development



Counselling
Free confidential counselling sessions (six per issue, per year)



Cycle to Work Scheme
A tax efficient way to buy a bike and/or accessories (via salary sacrifice)



Electric Car Scheme
Drive a new fully insured and maintained car for a fixed monthly amount (via salary sacrifice)



Employee Assistance Programme
24 hour, 365 days confidential support and advice



Enhanced Maternity and Paternity Pay
Maternity and paternity pay above the statutory minimum



Eye Test
Free annual eye test for regular VDU users



Flexible Working
Ask us about job share opportunities, hybrid working etc.



Life Insurance
3 x annual salary



Lunch
Free nutritious and delicious meals during term time



Sick Pay
Generous sick pay, should it be needed, above the statutory entitlement



Colleague Discounts
Various discounts including on school holiday courses for children



Swimming Pool
Free access to the School's swimming pool at designated times

The selection process

- Applications should be submitted via our **website**
- For safeguarding reasons we are unable to accept applications by CV.
- You will be required to complete a full employment history and account for any gaps.
- You will be required to nominate a minimum of two referees (one must be from your current or most recent employer). If you've previously worked in a school or with children, one reference must be from the most recent relevant employer where you last worked. If you've been employed by a school, the reference must be from the school's Head.

Pre-Interview

If you are shortlisted for interview the School will contact your referees (unless you have specifically asked us not to before appointment), will conduct an online search on you and require you to complete a safeguarding self-declaration. The online search will consider any relevant incidents or issues involving you that are publicly available (including information contained in social media accounts).



Interview

Your interview will involve a brief session with our People (HR) and School Office Team during which you will be required to produce original documents to verify your identity including your birth certificate and evidence of any name changes, address, right to work in the UK, qualifications and professional status and overseas checks (if relevant).

Post-interview (pre-appointment)

- All appointments are subject to an enhanced Disclosure and Barring Service (DBS) check.
- If you have worked or been resident overseas for three months or more in the previous ten years then you will be subject to additional overseas police checks in accordance with statutory guidance.
- Where applicable to the role, you will be subject to prohibition from teaching and prohibition from management (section 128) checks.
- You will be required to complete an annual EYFS declaration and a declaration to confirm your medical fitness.

This post is exempt from the Rehabilitation of Offenders Act 1974. Applicants will therefore be required to disclose relevant convictions and cautions that are not protected under current DBS filtering rules.

In accordance with Keeping Children Safe in Education, it is an offence to apply for this role if you are barred from engaging in regulated activity with children.

For further information about the recruitment process please contact **people.team@dragonschool.org**



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