MOUNT KELLY
Boarding and Day School
Boys and Girls, Aged 4-18

Head of Events and Programmes

The Head of Events and Programmes is responsible for the planning, organisation and delivery of Mount Kelly's core commercial events, programmes and holiday activities. The role focuses on ensuring a small number of strategically important programmes are delivered to an exceptional standard, providing outstanding experiences for participants whilst reflecting the values and reputation of the Foundation.

The postholder will work closely with colleagues across the Foundation, external partners and seasonal staff to coordinate the successful delivery of programmes and events. The emphasis is on operational excellence, attention to detail and outstanding customer experience rather than large-scale business development or strategic leadership.

Duties and Responsibilities

Programme and Event Delivery

- Take responsibility for the planning and successful delivery of Mount Kelly events, holiday camps, summer programmes and enrichment activities
- Develop detailed operational plans and delivery timelines for each programme
- Ensure programmes run safely, efficiently and to a consistently high standard
- Coordinate logistics including accommodation, catering, transport, venues, excursions and activity schedules
- Act as the operational lead during programme delivery and maintain a visible presence throughout events
- Conduct post-event reviews and implement improvements for future programmes

Programme and Event Delivery

- Build positive working relationships with pupils, parents, agents, contractors, partners and colleagues
- Ensure participants and their families receive excellent communication before, during and after programmes
- Respond promptly and professionally to enquiries and concerns
- Help create a welcoming and positive first impression of Mount Kelly for all visitors and participants

Staff Recruitment and Coordination

- Recruit, induct and supervise seasonal programme staff in accordance with Safer Recruitment procedures, policies and statutory requirements
- Coordinate staff deployment, rotas and programme responsibilities

- Promote a positive, professional and collaborative team culture
- Support training in safeguarding, welfare and operational procedures

Programme Administration

- Manage participant registrations, records and programme administration
- Maintain programme budgets and monitor expenditure against agreed targets
- Produce reports and data to support programme evaluation and future planning
- Ensure accurate record keeping and compliance with Foundation procedures

Marketing and Promotion

- Work with the Admissions and Marketing teams to promote events and programmes
- Contribute content, ideas and feedback to support marketing activity
- Represent Mount Kelly professionally at promotional events or partner meetings

Safeguarding, Welfare and Compliance

- Ensure safeguarding remains central to all programme activity
- Implement and monitor appropriate welfare and safeguarding procedures
- Undertake DSL responsibilities for programmes when appropriately trained and designated
- Ensure compliance with health and safety requirements, risk assessments and operational policies
- Promote a culture of safeguarding and participant wellbeing at all times
- Ensure compliance with UK GDPR and Data Protection legislation when handling customer, pupil, parent, staff and partner information.

Other

- The post-holder will be required to work such hours as are reasonably necessary for the proper performance of the role, including evenings, weekends and occasional Bank Holidays to support programmes and events. Time off in lieu or other arrangements will be provided in accordance with Foundation policy where applicable
- To investigate and manage complaints relating to commercial programmes in accordance with Foundation policies and procedures.
- To understand relevant regulations and ensure that all commercial activity is regulatory compliant
- To maintain and review commercial programme procedures, guidance and operational documentation relevant to the role.
- Other ad-hoc tasks and responsibilities as reasonably requested

Personal Specification

Skills, Knowledge and Experience	• Experience of organising and delivering events, programmes, camps, residential courses or similar activities

	• Experience of coordinating multiple stakeholders and operational requirement • Experience of managing staff, volunteers or contractors • Experience of working with young people in an educational, sporting or residential environment • Experience of budget monitoring and programme administration • Excellent organisational skills and attention to detail • Excellent communication and interpersonal skills • Ability to prioritise effectively and manage competing deadlines • Strong customer service focus • Practical problem-solving ability and calmness under pressure • Good IT and administrative skills • Understanding of safeguarding responsibilities when working with young people
Qualifications	Essential • Degree-level qualification or relevant professional experience • Appropriate safeguarding training or willingness to undertake training Desirable • Experience of summer schools, holiday camps or enrichment programmes • Experience of working in a boarding school environment • Experience of educational visits and excursions • First Aid qualification • Designated Safeguarding Lead training • Experience of international pupils or educational agent relationships
Other Requirements	Satisfactorily meeting the safer recruitment requirements, including an Enhanced DBS check with Children's Barred List information, satisfactory references, verification of qualifications and evidence of the right to work in the UK

The Job Description provides a guide to and general description of the duties and responsibilities of the role and may be amended. It is not exhaustive and the post holder should be willing to undertake any other related tasks, as may be reasonably required.

The post-holder should be aligned with the School's values:

COMPASSION
Empathy Tolerance Kindness
We treat others with compassion; demonstrating empathy, tolerance and kindness in all that we do

COURAGE
Determination Resilience Grit
We act with courage; demonstrating determination, resilience and grit in the face of both opportunity and challenge and always striving to learn through life's journey

HUMILITY

Modesty Gratitude Selflessness

We behave with humility; we are modest in our success, grateful for our blessings and selfless in the way that we share them

RESPECT

Courtesy Service Consideration

We value and respect every person equally; always seeking to serve those around us and treating all with courtesy and consideration

COMMITMENT

Dedication Loyalty Endurance

We demonstrate commitment to our School and to those around us, making the most of opportunities available; we are dedicated, loyal and always endure through to the end

INTEGRITY

Honesty Decency Morality

We value integrity above all; we are honest with ourselves and others, conducting our lives with decency whilst striving for the highest moral standards

Mount Kelly is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post-holder will be engaged in regulated activity with children and has a duty to protect the welfare of children. Child protection training is a statutory requirement in order to provide proper care to vulnerable pupils and be able to implement safe working practices.