

Head of Commercial Operations

August 2026



Welcome

Thank you for your interest in Haileybury. This is an exciting opportunity to join a highly successful school which is moving forward with confidence and a real sense of purpose. Haileybury was last year chosen as the 'Boarding School of the Year' by TES and, in 2023, was announced as the UK's best fully co- educational IB school.

Haileybury is a dynamic, outward-looking and future oriented school. We want our pupils to leave school with the values, skills and credentials they will need to thrive. We want our provision to be 21st Century relevant. We have recently completed a world class STEM facility, which allows our pupils to take part in research projects no other UK school can offer, and only a handful of other schools around the world can provide. Our attention is now turning to our next set of ambitious ventures.

We are ambitious and we pursue excellence, but Haileybury's success is built on the strength of each person's commitment to doing the very best they can for our school. If you feel excited by the prospect of being a member of a dynamic and successful team, then we would welcome your application.

Eugene du Toit
The Master



The School

Haileybury is a co-educational boarding and day school for pupils aged 11-18. There are currently over 900 pupils at the School. Demand for places and pupil numbers has increased dramatically in recent years.

The Haileybury of today enjoys an excellent worldwide and national reputation. This reputation is primarily based on the very high standard of education that is provided at the School. This was reflected in the report written by the ISI Inspection team who visited the School in October 2025. The report gives a clear picture of a progressive, ambitious school which offers its pupils the very best all-round education. A copy of the report can be viewed [here](#).

Haileybury is a dynamic, outward-looking and future-oriented school. It aims to provide high academic achievement, outstanding pastoral care and a rich and varied co-curricular programme; we want our pupils to leave school as confident, rounded and ambitious individuals. As a large, diverse community, the fundamental values of service, empathy and respect are essential. Pupil voice is important and there are many opportunities for pupils to express their opinions, including an active Pupil Senate. The team of teaching and operations staff are dedicated and highly professional.

Haileybury comprises a dedicated Lower School (Years 7 and 8), a Middle School for Years 9-11 and a Sixth Form of around 360 pupils. All senior pupils are boarders or day pupils in one of the 12 senior Houses. There is also a junior boarding House and a junior day House. The Houses are set within the extensive campus grounds, and most of the teachers are also accommodated within 5 minutes walk of the School. The sense of community at the School is especially strong.

Haileybury has a vibrant academic culture. Its curriculum model is distinct and in the Sixth Form pupils have the choice of following the International Baccalaureate Diploma Programme (IBDP) or A levels. The most popular UK university destinations include Oxbridge and the Russell Group; Haileybury's pupils also achieve places at top North American and European universities.



The role

The Head of Commercial Operations is responsible for supporting the development and implementation of Haileybury's Commercial Strategy and developing long term relationships with prestigious partners.

Reporting to the Chief Financial & Operating Officer (CFOO), and working closely alongside the School's leadership teams, the Head of Commercial Operations is responsible for leading and promoting the School's commercial activities, with the primary objective of increasing the School's non-core income streams.

The postholder will have significant commercial and operational management experience, excellent leadership skills and a collaborative approach. They will have experience of developing commercial opportunities, managing budgets and contracts, building successful stakeholder relationships and leading teams to deliver high standards of performance. Strong commercial awareness, sound financial acumen and excellent communication skills are essential.

As a senior leader, the postholder is expected to provide reports (both written and verbal) to the Schools Governors via the Finance and Commercial Committee.

The Head of Commercial Operations has line management responsibility for the Commercial Operations, Sports Complex, Tennis Centre, and Housekeeping and also oversees key third-party contracts, including the School's Catering contract.

This is a full-time, 52-week, post and some flexibility in working hours will be required in light of the role and responsibilities it entails.



Responsibilities

Commercial Development

- Devise and execute a comprehensive commercial growth strategy in consultation with the Master and CFOO, specifically targeting new revenue streams .
- Actively source, negotiate, and nurture high-value commercial partnerships, focusing on long-term revenue growth and brand alignment.
- Identify and capitalise on emerging market opportunities and under-utilisation of School facilities to tailor commercial activities and drive revenue growth.

Commercial Oversight

- Oversee commercial departments include the Sports Complex and Tennis Centre to drive profitability and efficiency
- Work collaboratively with the School's leadership to strategically optimise the use of facilities balancing the needs of the pupils and commercial activities.
- Collaborate with the Marketing Department to ensure all commercial activities are supported by high-impact, professional campaigns that drive engagement

Operational Excellence

- Manage the Catering contractor ensuring the provision of operational excellence as well as providing rigorous financial scrutiny on an ongoing basis and managing any tender and re-negotiation processes.
- Leadership of the Housekeeping team (managed by the General Services Manager) to ensure the highest cleanliness standards to the School community and commercial customers.

Leadership

- Mentor and lead direct reports with a commercial mindset ensuring focus on operational excellence, revenue generation and return on investment.
- The Head of Commercial Operations has line management responsibility for:
 - o The General Services Manager;
 - o The Commercial Operations Coordinator;
 - o The Sports Complex Manager;
 - o The Tennis Centre Facilities and Commercial Team; and
 - o The School Uniform Shop Assist



Person specification

Qualifications

- Educated to degree level (desirable)
- A recognisable management qualification (e.g. Chartered Management Institute) or equivalent experience

Knowledge, Skills and Experience

- Strong leadership and management skills, with the ability to motivate and inspire teams towards shared goals and objectives.
- Exceptional stakeholder management skills, with the ability to navigate competing priorities.
- Excellent communication and interpersonal skills, with previous experience of building strong, long-term relationships with customers and partners as well as internal teams.
- Strategic and analytical mindset, proficient in analysing trends and data to develop effective commercial strategies.
- Financial acumen, with the ability to manage budgets and financial performance metrics.
- Strong negotiation skills, and experience of developing and managing commercial agreements.
- Experience in contract management, including monitoring performance and driving value through external partnerships
- Ability to work effectively under pressure, with the flexibility to adapt to changing business priorities.
- Broad knowledge of health and safety operating protocols and regulations.
- Strong knowledge of relevant laws and regulations pertaining to commercial activities.
- Experience within an education setting is desired but not essential.

Personal Attributes

- Highly developed influencing skills.
- Well organised, task oriented and able to coordinate a range of activities concurrently.
- Self-motivated and personally driven to complete required tasks to deadlines using own initiative.
- Ability to work globally with diverse stakeholder groups with a high degree of cultural intelligence.
- Commercially astute with financial nous.
- Ability to work effectively as part of a team building productive relationships.
- Must be able to respond positively to change.



Other requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality and Diversity

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.



Benefits

Staff have the opportunity to utilise the School's wonderful facilities including fitness suite, swimming pool, at certain times, and participate in the EV and Cycle to Work schemes.

Staff are also provided with lunch within our magnificent dining hall.

Other benefits include 25 days annual leave with enhanced entitlement for long service, pension and group life assurance.

Professional development and learning sit at the heart of the School, and the successful post-holder will be joining a vibrant intellectual community.

Our staff body is collegiate and supportive, and staff wellbeing is prioritised. The School has a full-time Health and Wellbeing Centre and Chaplain.



Application process

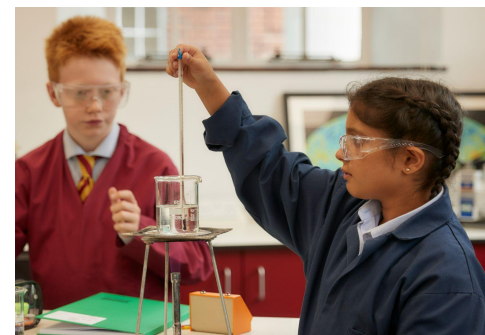
To apply for the above position, applications should include a completed application form (with reference to the candidate brief) and a covering letter, submitted to hr@haileybury.com by **12 noon on Monday 31st August 2026**.

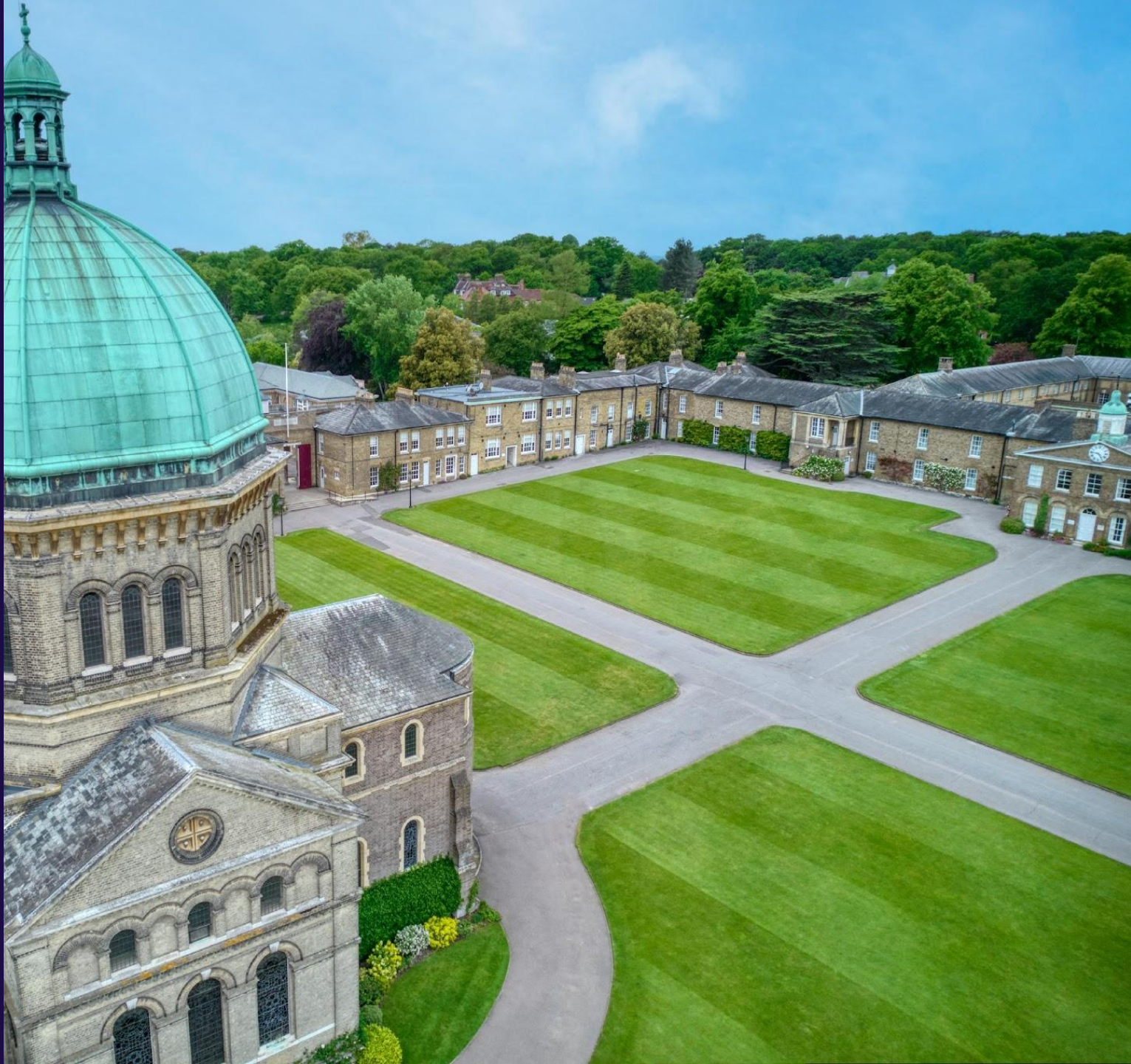
Please be aware that we cannot consider an application unless the application form has been filled in completely, including details of your full employment history.

The School reserves the right to make an appointment before the closing date; candidates are therefore encouraged to apply as soon as possible.

The School has a diverse pupil body and is committed to its strategy of equal opportunity, diversity and inclusion. We encourage applications from candidates with a wide range of backgrounds to enrich our collective knowledge and experience. Appointments will be made on merit.

Haileybury is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Applicants for the above post must be willing to undergo child protection vetting, including reference checks with previous employers, prohibition checks and a criminal record check via the Disclosure and Barring Service.





Haileybury

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