



# Bookings & Events Manager

Recruitment Pack - Sep 2025



**CHELTENHAM  
BOURNSIDE  
SCHOOL**

“Inspiring lives through learning



# Welcome

**People are at the heart of Bournside.** Rating us as “Good” in all areas, OFSTED saw that “staff well-being, as well as curriculum knowledge, are paramount”. Our staff and students are **Ambitious, Purposeful, Proud, Respectful, Curious,** and **Supportive**. These are our values and whilst you’ll see them written on our website and on our corridor walls, where you’ll really see them is in the way we work together, the way we talk to one another, the way teachers teach and students learn. All that leads to what OFSTED called **“a harmonious school”**.

We are highly ambitious for the academic progress of our students: our positive **Progress 8 score of an average of +0.48** over the last two years which places Bournside in the top 16% of schools nationally for academic progress.

Bournside is an established single academy trust with a PAN of 300. We have a wide catchment, over 200 staff and over 1,800 students. That means we have the resources to provide a wealth of opportunities: a sports centre and 3G sports pitches; a fully equipped drama studio, a large library, modern spacious English and Maths blocks, 12 science labs and specialist design, technology, computing and media rooms. Our highly successful sixth formers have their own large base within the school too.

No one gets lost in the crowd, however. In their 2022 report, OFSTED commented on the **“strong sense of community for both staff and pupils”** and that **“pupils are ready for learning and engage well with teachers and other adults.”** Everyone is a member of one of our six houses; coupled with our vertical tutor group model, the house system aims to nurture and enhance that sense of family and community, strengthen home/school communication, and provide opportunities for older students to act as role models for younger students, enabling them to have meaningful conversations about school life and their future aspirations.

If you have any questions regarding the position please contact Human Resources - [recruitment@bournside.com](mailto:recruitment@bournside.com). I would also very much encourage you to visit our school so you can see for yourself why it is a wonderful place to work.

I look forward to receiving your application to join us in **inspiring lives through learning**.

**Steve Jefferies**  
Headteacher



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## Overview

# Bookings & Events Manager

**Start date:** September 2025

**Grade/pay scale:** Actual salary £29,572 - 35,235 annual pro rata (Based on Grade H16-25) (Pay award pending)

**Contract:** 37 hours per week, 52 weeks per year, permanent

**Working pattern:** Monday 10:30am - 6:00pm, Tuesday, Wednesday & Thursday 10:30am - 6:30pm and Sunday 8:15am - 4:15pm (including 30 minute unpaid lunch break every day)

**Responsible to:** Commercial & Facilities Manager

## Purpose

An exciting opportunity has arisen to join Cheltenham Bournside School as a **Bookings and Events Manager**. We are looking to appoint an enthusiastic Bookings and Events Manager to join our Sports Centre.

As a Bookings and Events Manager you will plan, prepare and manage the events at the venue. You will oversee the running of the let facilities, providing assistance and support to facilities users, promoting a customer-focused environment, generating excellent public relations and customer care.

You will be reporting to the **Commercial & Facilities Manager** and supervising a team of Sports Centre Receptionists and Sports Centre Attendees to ensure a smooth running of events and the Sports Centre.

**Closing date: Monday 11th August 2025 at 9.00am**

**Apply online: [www.bournside.com/school-information/careers-at-bournside](http://www.bournside.com/school-information/careers-at-bournside)**

**Please note - We reserve the right to interview and appoint prior to the closing date.**



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## Job description

# Bookings & Events Manager

*We are an equal opportunities employer and value respect and diversity across our school community. Bournside is committed to safeguarding and promoting the welfare of children and young people. All posts are subject to an enhanced DBS check.*

A flexible attitude to work is essential for this post and you will be required to cover staff absences and or holidays within the sports centre and to run events.

These hours include a 30 minute unpaid lunch break each day. These days and timings are subject to changes arising from operational requirements. Any changes to working patterns will be negotiated between the postholder and their line manager.

## Purpose

- To plan, prepare, manage and oversee the events at the venue.
- To oversee the running of let facilities whilst on shift, providing assistance and support to facility users, promoting a customer-focused environment, generating excellent public relations and customer care.
- To support the Commercial & Facilities Manager in leading all associated activities in order to best support the school in achieving its strategic objectives.

## Specific Responsibilities

### Events Manager

- Defining event goals, developing concepts, creating budgets, and establishing timelines;
- Sourcing and negotiating with caterers, AV providers, and other vendors.
- Managing event logistics, including registration, transportation (if required), accommodation (if required), and on-site coordination;
- Health & safety of events, ensuring risk assessments, permits, licenses, liability insurance and any other paperwork are in place;
- Developing and implementing marketing strategies to attract attendees and sponsors.
- Tracking expenses, ensuring adherence to the budget, and identifying cost-saving opportunities;
- Supervising event staff, managing logistics, and handling any issues that arise during the event.
- Gathering feedback, analysing event performance, and preparing reports for clients.
- Work with the Commercial & Facilities Manager to implement a clear pricing structure for events;



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## Job description

### Booking Manager

- This is a key holder position responsible for the opening and closing of the facilities, ensuring security by activation of the intruder alarm and ensuring building/equipment checks are carried out as stipulated in the daily log;
- Lead on marketing and promotion of the school facilities, taking an active approach in gaining additional bookings and lettings for the school;
- Oversee the running of let facilities, with responsibility for the lettings set up during out of school hours, plus set up for internal and external events within school buildings;
- Covering Sports Centre reception during opening hours when required. Answering enquiries (phone, email and face-to-face), dealing with enquiries and bookings and collecting customer feedback;
- Manage and coordinate the activity of junior members of staff;
- Working closely with Bournside clubs, junior partner clubs, affiliate clubs and commercial bookers to build and improve relationships;
- Assisting in the negotiation and management of contracts and agreements with customers to utilise the facilities;
- Having responsibility for the end-to-end booking process from initial enquiry to issuing of contracts;
- Ensure invoices are accurate, issued within agreed timescales and chase customers for payment when appropriate;
- Working towards and achieving KPIs for the department, providing data and reports on areas such as usage and income;
- Ensuring facility utilisation is maximised throughout the year using a clear business & marketing plan and successful campaigns;
- Maintaining accurate facility programmes and ensuring bookings are uploaded to the appropriate Leisure Management System;
- Maximising the financial potential of gym facilities and exercise class programme;
- Work with the Commercial & Facilities Manager to implement a clear pricing structure for lettings;
- Ensure systems are in place to gather feedback from customers so improvements can be made to the customer experience;
- Liaise with school staff regarding the use of their classrooms / areas for external; lettings & events, ensuring rooms are put back ready for teaching and learning;
- Act as a point of contact for all stakeholders including facility users and outside contractors when necessary and to liaise with contractors on site when needed;
- Preparation and tracking of orders for the department;
- Collection of deliveries, liaising with suppliers, school finance office and school reception;
- Equipment maintenance – Regularly checking the facilities and equipment to ensure they are safe for use;



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## Job description

- Meeting with visitors, staff and students;
- Support the Commercial & Facilities Manager in ensuring the health and safety of the sports centre facilities, ensuring safe working best practices and compliance with legislation, including The Health & Safety at Work Act and COSHH Regulations;
- Undertake safety audits of the premises including risk assessments and carry out regular checks of the facilities, logging any faults or maintenance issues via the schools H&S System;
- Maintain cleanliness of the site and fitness suite, including litter picking.
- Manage stocks of supplies and consumables;
- Assist the Commercial & Facilities Manager with administration as required.
- Promote and ensure the health and safety of students, staff, and visitors.
- Provide emergency response when required;
- Using our ticketing system to log any health and safety issues;
- Collaboration with IT support as necessary
- Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training;

## Health and Safety

To ensure that all health and safety instructions are followed and that all reasonable care is taken not to do anything that might endanger the post holder or others; to report to the line manager any dangerous situations in the workplace or any perceived shortcomings in health and safety arrangements.

*This job description sets out the main duties of the post at the date it was drawn up. However, it is not intended to be an exhaustive or definitive list. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. You may be required to carry out other duties commensurate with your role.*



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## Person specification

# Bookings & Events Manager

Cheltenham Bournside School will use this person specification as the selection criteria for the post, gained from applications, references, and interviews.

	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>GCSE or equivalent in English and Maths</li> <li>Post 16 qualifications e.g. A Levels/BTEC</li> <li>Evidence of further professional development relevant to the role</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of safeguarding procedures</li> <li>First-aid certificate</li> <li>Level 3 personal trainer qualification</li> <li>Degree, 2:2 or above</li> </ul>
<b>Experience, understanding and knowledge</b>	<ul style="list-style-type: none"> <li>Experience of sales, bookings and event administration and management</li> <li>Interpersonal skills with the ability to build relationships quickly and work with a range of stakeholders internal and external to the school</li> <li>Experience of financial processes including cash handling, taking card payments and invoicing</li> <li>A high level of accuracy and attention to detail</li> <li>Experience of managing, motivating and developing people</li> <li>Computer literate, with a good understanding and experience of using Microsoft Office and a willingness to learn new systems and processes</li> <li>Knowledge of relevant health and safety procedures and accepted good practice</li> <li>Experience of developing and maintaining contacts with outside agencies as appropriate</li> <li>A commitment to professional development</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a sports or leisure facility</li> <li>Experience of working in the higher education sector</li> <li>Experience of working within a professional sports club/organisation;</li> <li>A qualification in sport or events management;</li> </ul>
<b>Personal qualities</b>	<p>These personal qualities are essential for creating a positive and supportive school environment that fosters the growth and development of students, staff and the broader community.</p> <p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>Shows enthusiasm to excel in their role.</li> <li>Takes initiative to identify and pursue opportunities for growth and improvement.</li> </ul> <p><b>Curiosity</b></p> <ul style="list-style-type: none"> <li>Possesses a natural curiosity and desire to learn new things.</li> <li>Approaches challenges and opportunities with an open and curious mindset.</li> </ul> <p><b>Pride</b></p> <ul style="list-style-type: none"> <li>Punctual and reliable.</li> <li>Pays careful attention to detail and takes pride in delivering high-quality work, effectively prioritising tasks to meet deadlines.</li> </ul> <p><b>Purpose</b></p> <ul style="list-style-type: none"> <li>Demonstrates a strong sense of purpose and dedication to making a positive impact on students' lives.</li> <li>Is committed to serving the needs of students, parents, and the school community with purpose and intentionality.</li> </ul> <p><b>Respect</b></p> <ul style="list-style-type: none"> <li>Shows empathy and understanding towards the needs and perspectives of others.</li> <li>Conducts themselves with professionalism and integrity in all interactions and communications, keeping calm when working under pressure in a busy working environment.</li> </ul> <p><b>Support</b></p> <ul style="list-style-type: none"> <li>Works collaboratively as part of a team, supporting colleagues and sharing guidance, knowledge and resources.</li> <li>Provides encouragement and support to students, colleagues, and parents to help them achieve their goals.</li> </ul>	







## Supporting information

# Settling in at Bournside

We will fully support you with your transition to Bournside. Our HR team oversees the provision for new staff, including your induction to support you in understanding your new role.

### Induction

You will receive induction training on your first day, providing all of the information you'll need for a successful start at Bournside. Including:

- Leadership Structure
- Communication and meeting systems
- Induction procedures, performance management and professional development
- IT equipment
- Health and Safety
- Safeguarding
- Key policies

Your line manager or mentor will meet with you regularly to ensure you have the support you need.

### Continuing Professional Development (CPD)

We pride ourselves on being a forward-thinking in our approach to CPD. We use a wide variety of activities to engage all staff with sharing best-practice including whole staff training options and access to National Online Training resources.

We are also happy to discuss support to complete further relevant job role qualifications.

## Teacher Development Trust Gold Award

In 2023 our genuine, shared commitment to inspiring the lives of both students and staff through learning. was recognised with **The Teacher Development Trust Gold Award** following a rigorous audit of our provision for staff.



*"The school has a proven track-record in designing and delivering a high-quality, research-informed programme of CPD, which senior leaders quite rightly take great pride in. It was a great pleasure to speak with a range of staff who clearly feel well supported and appreciative of the developmental opportunities unique to the school."* - TDT Auditor, 2023



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## Support staff

# Employee Benefits

Please speak to the HR team about our full range of benefits.

### Lifestyle and wellbeing

- Salary sacrifice electric car leasing scheme
- Four electric car charging points
- Family-friendly policies
- Attractive salary and pension
- Generous annual leave entitlement
- Free one-to-one wellbeing support with a qualified psychotherapist and a coach
- Onsite parking facilities and cycle storage
- Free/discounted access to the school's onsite Gym (conditions apply)
- Cycle to work scheme
- Techscheme – save money on the latest tech from Apple and Currys PC World
- Blue Light Card - Discount scheme
- Staff social events
- Onsite catering (8.00am - 1.30pm daily).

### Statutory and other benefits

- The full range of statutory benefits including sick pay, maternity, parental, and adoption leave
- Enhanced Paternity Leave Policy
- We will honour your continuity of service in other state-funded schools in relation to sick pay and pension rights.
- Provision of all necessary IT equipment.



Lottie & Olive

Our School Therapy Dogs



**CHEL TENHAM  
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**We are:**

Ambitious

Curious

Proud

Purposeful

Respectful

Supportive



**“leaders put the welfare of pupils, as well as academic achievement, at the heart of everything they do”**

**“strong sense of community for both staff and pupils”**

**“the school curriculum is ambitious”**

**“inclusive environment”**

**- Ofsted, 2022**



**“**Inspiring lives through learning