

Post Title:	Commercial Operations Manager	Post Number:	CS1395P
Daily Supervision:	Director of Business Development & Partnerships	Grade:	£50k - £60k
Department:	UK Commercial	Last Updated:	November 2025

Our Purpose: Be Ready...

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with....

Community

Accountability

Respect

Excellence

The Group's 2025-30 Growth and Commercial Plan aims to further enhance our reputation for innovative ways of working. The College has a broad range of commercial operations, with revenues generated providing a consistent financial contribution that is reinvested to support our learners experience and work readiness.

Our current portfolio of commercial ventures includes The Drill, a vibrant entertainment venue; The Old Bakery Restaurant, a popular dining destination; Escape Rooms, an engaging leisure attraction; commercial rentals and other initiatives. We are ambitious for our UK commercial business to continue to prosper and explore innovative ways to enrich students' learning.

Job Purpose:

1. To successfully lead and manage specific commercial operations through effective line management and performance management.
2. To meet financial and quality measures as set by the College.
3. To enhance opportunities for student enrichment across the portfolio of commercial enterprises.
4. Working with the Director of Business Development and Partnerships, contribute to the growth and development of the business area.



Overview of the Role:

The Commercial Operations Manager will be a pivotal role responsible for the operational oversight, strategic growth and financial performance of Lincoln College's diverse commercial ventures. This role will manage the heads of each business, meeting agreed business objectives in support of the Group's 2030 Vision. The successful candidate will be a proactive, commercially-minded individual with a proven track record of managing multi-faceted businesses and developing new opportunities.

Principal Duties and Responsibilities:

1. **Strategic Leadership:** Develop and execute a comprehensive business strategy to maximise profitability and growth across all commercial ventures. Identify and evaluate new business opportunities to expand the portfolio.
2. **Educational links:** Work closely with curriculum teams to offer opportunities for student enrichment across commercial ventures, including work experience and student run enterprises.
3. **Operational Management:** Working with the Heads of, to oversee the day-to-day operations of The Drill, The Old Bakery Restaurant and other commercial ventures, ensuring high standards of service, quality, and customer satisfaction.
4. **Team Management:** Lead, mentor and manage the Heads of each commercial venture, fostering a culture of collaboration, accountability, and continuous improvement.
5. **Financial Oversight:** Manage budgets, monitor financial performance, provide clear financial forecasts and implement strategies to achieve revenue targets and control costs.
6. **Stakeholder Relationships:** Work closely with the Director of Business Management and Partnerships to develop relationships with relevant parties and to align commercial goals with the wider college strategy.
7. **Business Development:** Lead the development and launch of new commercial ventures, from initial concept to full operation.
8. **Sustainability:** Adopt sustainable working practices to support the Group's ambitions in relation to reducing its impact on the planet.
9. **Funding:** To seek out and secure additional funding and sponsorship to support the financial performance and student enrichment.
10. **Travel:** To travel nationally to develop business and promote the College's commercial offering to prospective stakeholders.
11. **Professional Standards:** To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
12. **Compliance:** To conform with the food safety, hygiene, business legal compliance, and Health and Safety requirements relevant to the post.
13. **Safeguarding:** To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.
14. **Equal Opportunities:** To accept responsibility for the implementation of the College's Equal Opportunities policy.
15. **Learning Environment:** To contribute towards the development of an inclusive learning environment.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

Person Specification

Knowledge
1. Educated to degree level, ideally in Business Management, Hospitality Management, or a related field is preferred, but relevant commercial management experience will be highly valued.
2. Demonstrable experience in a senior management role, overseeing multiple business units or a single large, complex operation. Experience in the hospitality, leisure, or entertainment sectors is highly desirable.

Skills/Abilities – Interpersonal
3. Strategic Thinker: Ability to develop and implement effective business strategies that drive growth and profitability.
4. Proven ability to lead and motivate diverse teams, with strong communication and interpersonal skills.
5. Commercial Acumen: A solid understanding of financial management, business development, and market analysis.
6. Problem-Solving: Proactive and solutions-oriented approach to challenges.
7. Proven ability to improve the efficiency and effectiveness of systems and processes.
8. Proven ability to motivate others to give their best.
9. Proven track record of excellent political, interpersonal and communication skills.

Experience
10. Demonstrable experience of successfully running commercial enterprises.
11. Recent successful experience of business development, with clear evidence of growth of revenues and profitability.
12. Experience of developing a business strategy/plan in line with corporate objectives.
13. Experience with marketing and brand development.

Skills/Abilities - Other
14. A strong network within the Lincoln business community.
15. A commitment to Health and Safety in the workplace.
16. Evidence of 'championing' the Equality, Diversity and Inclusion agenda.
17. Evidence of 'championing' the Health and Wellbeing agenda.
18. Responsibility for safeguarding and promoting the welfare of children wherever applicable.

Prepared By:	Managing Director - International & Commercial
Date:	November 2025

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

