

Job Description & Person Specification



Overview

Job Title	<i>Commercial Partnerships Event Assistant</i>
Department / Faculty	<i>Community Partnerships</i>
Reporting To	<i>Head of Commercial Partnerships</i>
Campus / Location	<i>WISE / Filton / Stroud</i>
Contract Type	<i>Full time, Permanent</i>
Salary Grade	<i>B-05</i>
Post Reference	<i>REQ001500</i>
Author & Date	<i>Sarah Stephens-Lewis 19th July 2026</i>

The Role

The Commercial Events Assistant will provide hands-on support to the delivery of SGS's commercial events, conferences and venue-hire activity, helping bookings run smoothly from set-up to close.

The post-holder will support the commercial team with day-to-day booking administration, client communication and on-site event support, ensuring every commercial customer receives a friendly and professional experience.

They will help coordinate practical event logistics, working alongside catering, estates and technical teams to make sure spaces and equipment are ready for each booking.

This is a great role for someone who enjoys variety, loves working with people, and wants hands-on experience of commercial events in a busy, supportive team.

Responsibilities

- *Support the delivery of commercial bookings, events, conferences and external venue hire across SGS campuses.*
- *Help respond to enquiries from commercial clients and venue hirers, and support the preparation of booking confirmations under guidance.*
- *Update and maintain records in the commercial booking system, ensuring bookings and facility usage are logged accurately.*
- *Help set up and break down commercial event spaces, including furniture, signage, equipment and catering, ensuring venues are ready and presentable.*
- *Liaise with Estates, catering, IT and technical teams on the day to make sure commercial spaces and equipment are ready for each booking.*
- *Welcome and support commercial clients and venue users on the day, providing a friendly and professional first point of contact.*
- *Support marketing and promotion of commercial spaces and event opportunities, including distributing materials and updating listings.*
- *Help ensure commercial events comply with health & safety, safeguarding and licensing requirements, following guidance from senior colleagues.*
- *Support the collection of client feedback after events to help inform future service improvements.*
- *Assist with basic invoicing and payment administration for commercial bookings, in conjunction with the Finance team.*

- *Provide general administrative support to the commercial team, including contract paperwork and diary coordination.*
- *Support the wider commercial team with ad hoc tasks and event-day duties as priorities require.*

What does brilliant performance look like in this role?

- *Commercial events and bookings run smoothly on the day, with venues, equipment and materials ready on time.*
- *Positive feedback from commercial clients and venue users about their experience at SGS.*
- *Accurate and up-to-date booking and administrative records.*
- *Enquiries from commercial clients are handled promptly and professionally.*
- *Effective, reliable support to the wider commercial team.*

Your Contribution to SGS Strategy 2031

Our strategy — [Get Future Ready](#) — is built around four outcomes:

Community, Achievement, Readiness and Enjoyment (CARE).

The whole college has its part to play in our achieving our strategic goals, and this role is aligned to those outcomes in the following ways:

☐ Community

Helps support local communities through increased access to College facilities, events and partnership activity, by providing reliable day-to-day support to the commercial team

☐ Readiness

Supporting commercial and employer bookings gives first-hand experience of a professional working environment and customer service.

☐ Achievement

Supports the smooth delivery of commercial activity that helps generate income for investment in facilities, resources and opportunities for learners..

☐ Enjoyment

A warm welcome and smoothly run event make all the difference to how much clients, staff and visitors enjoy their time at SGS.

Key Role Information

Direct Reports	None
Indirect Reports	None (may help brief casual staff/volunteers on event days)
Budget Responsibility	None
Number of Learners	N/A
Number of Courses	N/A

Who Will You Work With?

Internal relationships

- *The Head of Commercial Partnerships*
- *Other Events Assistants*
- *Catering Team*
- *The Schools Liaison Team*
- *Communications, Branding and Public Affairs team*
- *The Director of Readiness and wider team*
- *Estates team*
- *Wellbeing and Safeguarding Team*

External relationships

- *Commercial customers and venue users*
- *Local employers and business networks*
- *Local schools*
- *Community and voluntary organisations*
- *Arts, culture and entertainment organisations*
- *Event promoters and conference organisers*
- *Professional service providers and contractors*
- *Local residents' groups and community representatives*

Living the SGS Way — Our Behaviours

Everyone at SGS is expected to live our values — **Consistent, Ambitious, Respectful and Empowered**. This means:

Consistent

Communicating clearly, following through on commitments, using evidence to make good decisions.

Ambitious

Striving for excellence, sparking 'wow' moments, never settling for average.

Respectful

Building inclusive relationships, celebrating diversity, never tolerating unfairness.

Empowered

Taking ownership, embracing new ideas, welcoming accountability.

Safeguarding, Equality & Compliance

All SGS employees share our commitment to the safety and wellbeing of students and colleagues. The following apply to every role:

- Actively support achievement of the College's strategic goals and annual improvement plans.
- Promote SGS as an organisation committed to the highest standards of delivery and service.
- Share the College's commitment to safeguarding — prioritising the welfare of children, young people and vulnerable adults.
- Champion the effective implementation of the College's Equality, Diversity and Inclusion Policy.
- Promote and implement best practice in Health & Safety.

DBS Level Required

- ☒ Enhanced with barred list checks
- ☐ Enhanced without barred list checks
- ☐ Standard
- ☐ None

Person Specification

What does the ideal candidate look like?

Job Title

Commercial Partnerships Event Assistant

Qualifications & Attainments

Criterion	Essential	Desirable	Assessed by
e.g. GCSE Maths & English grade C/4 or above (or equivalent)	√	☐	Application
Relevant qualification in events, hospitality, customer service or a related field	☐	√	Application

Experience & Knowledge

Criterion	Essential	Desirable	Assessed by
Experience in a customer-facing, hospitality, retail or events environment	√	☐	Application / Interview
Experience helping to organise or support events, activities or functions	√	☐	Application / Interview
Experience using booking, scheduling or database systems	☐	√	Application / Interview
Knowledge of, or interest in, the Further Education sector	☐	√	Application / Interview

Skills & Abilities

Criterion	Essential	Desirable	Assessed by
Friendly, confident communicator, comfortable welcoming and helping members of the public	√	☐	e.g. Application / Interview
Good organisational skills and attention to detail	√	☐	e.g. Application / Interview
Able to work well as part of a team and follow instructions from senior colleagues	√	☐	e.g. Application / Interview
Calm and adaptable when plans change or things get busy on the day	√	☐	e.g. Application / Interview

Essential SGS Attributes — All Roles

Attribute	Essential	Desirable	Assessed by
Initiative: Demonstrates willingness to identify problems, take ownership and drive positive change without being asked.	X		<i>Application / Interview</i>
Influencing: Able to make a persuasive case, bring others along and build support for ideas.	X		<i>Application / Interview</i>
Interpersonal skills: Communicates and works with others in a way that builds trust and cooperative relationships.	X		<i>Application / Interview</i>
Teamwork: Genuinely collaborative — shares knowledge, supports colleagues and contributes to a positive team culture.	X		<i>Application / Interview</i>
Commitment to CARE: Actively embodies the SGS values of Consistency, Ambition, Respect and Empowerment in day-to-day work.	X		<i>Application / Interview</i>

Role Conditions (if applicable)

Are there any specific requirements candidates need to be aware of?			
<i>e.g. Ability to travel between campuses, requirement to work some evenings or weekends, requirement to hold or obtain a specific licence. Leave blank if none apply.</i>	X		<i>Application Form</i>

A Note on Flexibility

As SGS evolves, the responsibilities and location of this role may be adjusted in consultation with the post-holder.

Where a disability is indicated, every effort will be made to make reasonable adjustments. Job redesign will always be fully considered.