



Head of Commercial & Operations

Part-time: 20 hours per week

Rate: £35 per hour + competitive commission package

Role Summary

Visit Surrey is seeking an experienced and commercially minded Commercial & Operations Manager to support membership growth, marketing delivery, operational coordination and stakeholder relationships across the organisation.

This is a hands-on role combining sales, relationship management and operational oversight within a small, collaborative tourism organisation.

The role works closely with the Chair, Board, contractors and partners to support delivery of Visit Surrey's Business Plan and Marketing Strategy.

Key Responsibilities

Sales, Membership & Relationship Management

- Lead the development of new sales opportunities, including membership and advertising revenue.
 - Build and maintain strong relationships with existing and prospective members and partner organisations.
 - Promote the benefits of Visit Surrey membership across the tourism sector.
 - Support delivery of the organisation's Marketing Strategy and Business Plan objectives.
 - Identify new opportunities, ideas and initiatives that benefit Visit Surrey and its members.
 - Maintain accurate records of discussions and engagement with members, partners and prospective organisations.
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Operations & Team Coordination

- Lead, support and coordinate Visit Surrey's small team of contractors.
 - Support delivery across website management, social media and marketing activity where required.
 - Lead regular team meetings.
 - Help maintain eLective working practices, positive team culture and eLicient processes.
 - Monitor operational delivery and performance against agreed objectives and deadlines.
 - Meet regularly with the Chair to review progress and priorities.
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Performance Monitoring & Reporting

- Monitor progress against agreed KPIs, Business Plan objectives and Marketing Plan targets.
 - Work with the Chair to monitor delivery of the Business Plan.
 - Prepare reports and updates and attend quarterly Board meetings.
 - Contribute to quarterly financial reporting and income projections alongside the Chair and Accountant.
 - Contribute to annual budget-setting discussions with the Board.
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Technology & Systems

- Maintain awareness of relevant digital marketing and tourism trends.
 - Identify opportunities for improved systems, technology and operational eLiciencies.
 - Maintain regular contact with platform provider Granicus-Simpleview.
 - Assess requests and opportunities for system changes or upgrades and present recommendations to the Board where appropriate.
 - Attend relevant conferences, webinars and professional development opportunities where appropriate.
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Compliance & Governance

- Adhere to current health and safety regulations at all times.
 - Ensure compliance with GDPR, copyright and other relevant legislation.
 - Assist with eLective operational processes and risk management across the organisation.
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Essential Skills & Experience

- Proven sales and digital marketing experience within tourism, hospitality, retail or similar customer or membership-focused organisations.
 - Excellent written and verbal communication skills.
 - Strong interpersonal and relationship management skills.
 - Ability to manage multiple priorities within a small organisation.
 - Understanding of GDPR, copyright and relevant legislation.
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Desirable Skills & Experience

- Strong knowledge of Surrey and enthusiasm for the county's tourism oLering.
 - Experience using Granicus-Simpleview platform or similar destination management platforms.
 - Experience using Xero or similar accounting software.
 - Team management experience.
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Success Measures

Success in this role will be demonstrated through:

- Delivery against agreed sales, membership and advertising targets.
- Delivery against agreed Business Plan objectives and KPIs.
- ELeective coordination of contractors and operational activity.
- Regular engagement with members and partners.
- Regular communication and collaboration with the Chair and Board.

To apply, please send your CV and a covering letter to chair@visitsurrey.com.

Deadline for applications Friday 3 July at 5pm. Interviews week commencing Monday 13 July.