



## Commercial Operations Manager

Opened in 2021, Harry Potter: A Forbidden Forest Experience is an official experience partner of Warner Bros, producing a new concept experience for fans of the film franchise.

A night-time woodland trail filled with magical creatures and wizarding wonders from the Harry Potter and Fantastic Beasts films, guests explore the sounds, lights, and special effects that bring the magic of the Wizarding World to life. The trail has already won awards within the experiential tourism industry and is set to become a global project. With expansion plans for multiple sites around the world, with a focus on Europe and America in 2022-23, we are expanding our team to facilitate this exciting growth.

**Location:**

Remote working (UK based) with flexibility for occasional travel for meetings, site visits and during the event delivery phase.

**Working Hours:**

Typically 10:00 - 18:00 five days per week. Some evening and weekend work will be required during key project phases. Flexibility on working hours is required, given transatlantic teams and the nature of the role.

**Responsible to:**

The Commercial Operations Manager will report directly to the Global Operations Lead and the Global Commercial Lead.

**Day rate:**

Up to £300.00 per day depending on experience. Freelance position.

**Term:**

Immediate start on an initial 3-month contract.

**Overview:**

The Commercial Operations Manager role is pivotal to the success of the global delivery of Harry Potter: A Forbidden Forest Experience. The Commercial Operations Manager will lead the development and delivery of Commercial and Retail operations with the support of the global management team and their advisers.

Working with local event managers in each city, you will provide support to the operational teams during the planning and then delivery phases. Leading in the coordination of project elements with multiple department interfaces, you will provide robust and clear plans for other functional areas to implement. A strong background in venue development & management, retail operations, commercial sponsorship activation, and/or logistics would be advantageous.

**Job Role:**

- Take ownership and responsibility for commercial procurement as directed by the management team.
- Liaise with internal and external teams and suppliers to ensure requirements for commercial activations are shared in a timely manner.
- Oversee and feed into the Project Manager, all key timelines associated with the delivery of commercial operations. This will likely involve the creation of a simple Gantt chart to track timelines and progress.
- Working with the Operations team to ensure all details associated with global freighting is clear and developed against the master schedule.
- With attention to detail, the Commercial Operations Manager will work with the Global Commercial Lead in the creation and submission of documents and decks to the IP owners.
- Work with external suppliers to produce our retail floor plans for each event retail location. Working during the concept and design stages, and then ensuring suppliers support the local event manager in the installation on site.
- Taking on research projects as and when requested, the Commercial Operations Manager will lead research within retail and commercial areas and provide detailed reports to the senior management team.
- Coordinate and manage supplier meetings, with agendas, action points, and outcomes sent in a timely manner.
- Developing excellent leadership, customer relations and communications skills to liaise effectively with all project stakeholders.

**Key requirements:**

- Must have experience using Google Drive and the Google suite of applications including Sheets, Word, and Google Meetings. Attention to detail is essential in the preparation of company documentation.
- Previous experience in managing external suppliers for the creative or event industries.
- Previous experience in providing robust planning documents and managing external suppliers (remotely).
- Would suit a candidate with a background in commercial operations, retail environments, or experience in helping to coordinate large-scale outdoor projects with multiple stakeholders.

**About you:**

- Independent and able to use your initiative to problem solve.
- Resilient, with an ability to stay calm and operate under pressure.
- Dependable, honest, good sense of humour.
- Results-driven and customer focused with an interest in outdoor activities.
- Able and willing to travel and stay away from homes required.

**For more details about the project please see our website:**

[www.hpforbiddenforestexperience.com](http://www.hpforbiddenforestexperience.com)

**Article giving details on the project:**

<https://blooloop.com/brands-ip/in-depth/harry-potter-a-forbidden-forest-experience/>

If you are interested in this role, please send your CV and Cover Letter to [staffing@ravenswoodexp.com](mailto:staffing@ravenswoodexp.com)

This role may be closed without notice due to the volume of applicants.