



Coventry University Students' Union

Job Description

Job Title:	Facility Operations Co-ordinator
Grade:	Grade 3
Department:	Commercial Services
Location:	Coventry, with responsibilities for multiple sites
Responsible to:	Senior Operations Officer
Responsible for:	Bar and Catering Assistants

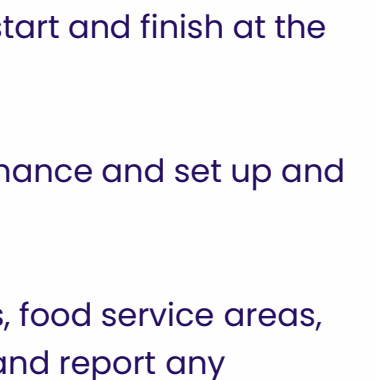

Purpose

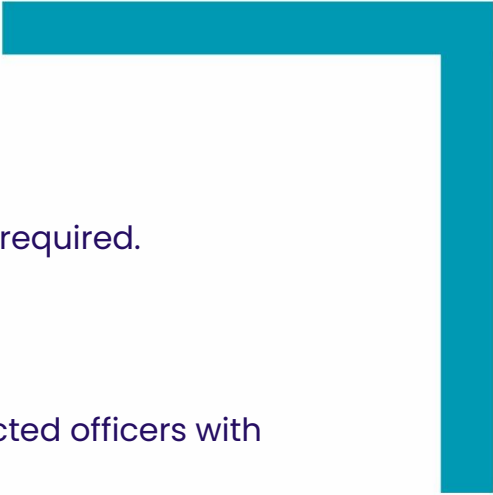
Responsible for the coordination of operations in the Students' Union venues, including Westwood Heath (a sporting complex) and Square One (a cinema and entertainment venue).

Responsible for supporting all elements of venues operations including dealing with enquiries, bookings, key holder responsibilities, stock control, set up of equipment, venue health and safety as well as overseeing the front of house team (including bar / hospitality) in delivering excellent customer service.

Main Duties and Responsibilities

1. Assist with opening and closing of the venues, acting as a key holder.

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2. Ensures Sports and conference/event bookings start and finish at the allotted time.
 3. To oversee and manage the cleanliness, maintenance and set up and breakdown of sports and event activity areas.
 4. To ensure standards are met for cleaning of bars, food service areas, activity zones and changing facilities. To review and report any concerns to management.
 5. Order, arrange and maintain bar/consumables stock.
 6. Support with corporate, private functions working behind the bar.
 7. To oversee the equipment, use, cost and sales budget, to maintain an equipment audit
 8. Dealing with general enquiries from students and staff in relation to the sports facilities and services available, contributing to sales targets.
 9. Dealing with processing of all facility bookings using the CRM booking software.
 10. Promoting the use of the venues to both students, staff and the community.
 11. Managing access to the safe, ensuring revenue is reconciled correctly, maintaining accurate and auditable records of financial transactions in accordance with company financial regulations.
 12. Ensuring the health, safety and security of the facilities, site, equipment and users, in accordance with the relevant health and safety policies
 13. Reporting of any building faults or defects to management and the University Estates department.
 14. Provide First Aid for customers when necessary.
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15. Supervision of all areas, as required.
 16. Supporting with other clerical work as and when required.

General Responsibilities

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
 2. To undertake relevant research/development projects as required from time to time.
 3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
 4. To support and contribute to the Union's communities, committees, societies activities and campaigns as required.
 5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
 6. To work flexibly – this may at times include weekend and evenings.
 7. To abide by the Union's constitution, procedures and policies at all times.
 8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
 9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
 10. Undertake any other duties commensurate with the grade range of the post.
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I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:

Person Specification and Shortlisting Criteria

Facility Operations Coordinator

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

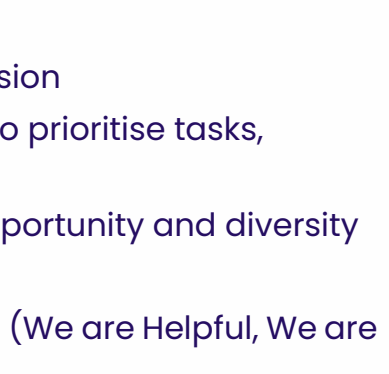
This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions.

1. Experience in a similar role e.g. leisure centre or sports/hospitality venues – Desirable
2. Proven practical use of customer service principles, including resolving issues or problems – Essential
3. Experience in effectively communicating with a range of audiences across a range of platforms (e.g. phone, in person, email) – Essential
4. High level of computer literacy (outlook, word, excel and ideally customer management systems) – Essential
5. Knowledge of health and safety principles and how to adhere/apply health and safety policy – Essential
6. Food Hygiene Certificate – Desirable
7. Ability to work on a shift rota to include evenings and weekends – Essential
8. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- A high degree of commitment to excellent customer care

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- Ability to work well in a team
 - Work on your own initiative without close supervision
 - Ability to work under pressure to deadlines, and to prioritise tasks, particularly during busy periods
 - Good understanding and awareness of equal opportunity and diversity
 - Flexible approach to working hours
 - Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all Students' Union policies and procedures.

