



Coventry University Students' Union

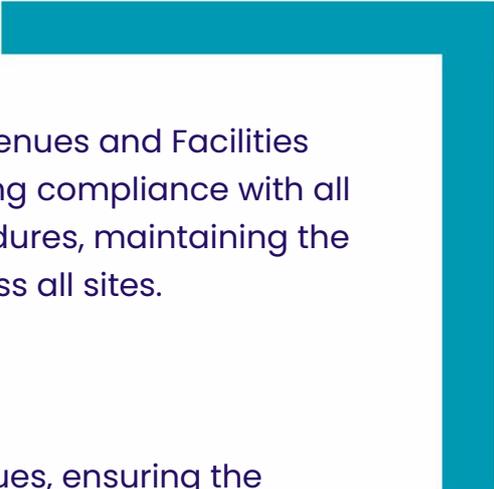
Job Description

Job Title:	Venues and Facilities Assistant Manager
Grade:	Grade 6
Department:	Services
Location:	Coventry Campus Facilities
Responsible to:	Venues and Facilities Manager
Responsible for:	Venues and Facilities Coordinators, Duty Officers

Purpose

To support the effective management and smooth operation of all venues and facilities operated by the organisation, including Westwood Heath Sports Complex (sports fields and clubhouse), a multi-use entertainment venue (Square One), and the Sports Centre and Gym.

The postholder will assist in the day-to-day delivery of activities, events, and services, ensuring facilities are safe, well-maintained, and deliver an excellent customer experience. The role will provide direct supervision and support to venues and facilities staff, promoting a positive and motivated team culture. In addition, the postholder will contribute to income generation, operational efficiency, and the continuous improvement of services, ensuring that all venues operate sustainably and in alignment with organisational objectives.



Working closely with the management teams the Venues and Facilities Assistant Manager will take responsibility for ensuring compliance with all health and safety, licensing, and operational procedures, maintaining the highest standards of service and presentation across all sites.

Main Duties and Responsibilities

1. Assist in the operational management of all venues, ensuring the provision of high-quality sporting facilities and events at venues.
 2. Lead by example, ensuring front-line service is delivered within all our venues and facilities, mapping contingencies, staffing and financials. This includes, opening and closing of our venues and operating licensed bar(s).
 3. Line manage staff, including the operational supervision of casual staff, where appropriate, in accordance with policies and procedures.
 4. Support the recruitment, training and development of staff accordingly, to deliver in line with the business needs.
 5. Work with other Venues and Facilities Assistant Manager(s) and appropriate departments to ensure staffing requirements are up to date and scheduled appropriately to meet the needs of the service and/or SU, optimising both financial efficiency and operational effectiveness.
 6. To take the lead and responsibility on relevant major events, or duty management, as required.
 7. Support the management of Sports / Venue facilities and equipment maintenance, including line cleaning, and ensure both are kept in a safe and secure condition.
 8. Implement health and safety procedures and ensure standard operation procedures are adhered to.
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9. Manage the provision of appropriate risk assessments to mitigate risk and injury, for all facility activity, department-led activity, and projects and events.
 10. Support the development and implementation of robust operational processes that ensure the facilities are managed and audited safely, efficiently, and sustainably.
 11. Assist in the continuous development of our venues and facilities and its staff, ensuring it remains competitive and relevant to customers/clients needs.
 12. Maintaining an efficient and effective booking process.
 13. Support in the generation and tracking of all income generation in line with KPI's.
 14. Ensure facilities offer an inclusive, diverse and dynamic programme of events that enhances student experience and fosters wider community engagement and encourages increased participation.
 15. Support the creation of an environment where students, customers and stakeholders feel welcomed, valued and empowered to participate in events and activities.
 16. Contribute towards and assist in the delivery of a sustainable sports strategy.
 17. Assist in the development and implementation of strategies to attract new members and retain existing ones.
 18. Liaise with external businesses and collaborate with Partnerships to promote membership and engagement of all facilities.
 19. Assist in the management of the budgets/KPIs.
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20. Support the collation and analysis of membership data and trends to identify areas for improvement, reporting on and proposing action plans on equality and diversity where appropriate.
 21. Keep up to date with developments in local, regional and national sports organisations; maintain a network with other universities as required for operational matters.
 22. Participate in regular team meetings, briefings, and training opportunities.
 23. Respond to emergencies and incidents in a timely and effective manner, this will include offering first aid (if required).
 24. Work collaboratively with colleagues across Venues, Sport, and Commercial Services in developing a culture of shared ownership and pride across all Venues and Facilities operations.
 25. Demonstrate flexibility and professionalism when supporting operations at different locations based on business and client demand.
 26. Working evenings and weekends as required by the business. This can be either rota'd or ad hoc, depending on the services' needs.
 27. Willingness to undertake core training and development to deliver for the business, as required (e.g. Fitness, Food Hygiene, First Aid, Customer Service training programmes etc).
 28. Being willing to be an out-of-hours emergency point of contact for colleagues needing to escalate issues (this is shared responsibility with others).

General Responsibilities

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1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.

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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.

I have read, understood and agree to the above duties.

Signed:

Date:

Print Name:



Person Specification and Shortlisting Criteria

Venues and Facilities Assistant Manager

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. Previous Experience in duty and or facility management – Essential
2. Experience of successfully increasing participation in a sports or events/hospitality venue – Essential
3. Experience of managing / supervising, and positively motivating, other staff – Essential
4. Knowledge of implementing health and safety processes, and conducting risk assessments, within a sports or events/hospitality venue – Essential
5. Excellent computer literacy with the ability to quickly learn new systems and processes – Essential
6. Strong administrative skills and experience in adhering to, and managing others to adhere to, booking systems, financial processes and other reporting requirements – Essential
7. Experience of effectively using membership data and proposing new initiatives or improvements – Desirable
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

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- Excellent interpersonal skills and organisational skills
 - A high degree of commitment to excellent customer care
 - Ability to work well in a team
 - Work on your own initiative without close supervision
 - Good understanding and awareness of equal opportunity and diversity
 - Flexible approach to working hours, including evenings and weekends (on a rota).
 - 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.

