

# APPLICATION PACK

# SKY BLUES

in the **COMMUNITY**



**SHARP**  
Be Original.



Professional  
Footballers'  
Association



EFL  
TRUST

Premier League  
Communities



*# Making A Difference*

# APPLICATION PACK

## ABOUT US

Sky Blues in the Community (SBitC) is the official charity arm of Coventry City Football Club, based at the Coventry Building Society Arena. We are committed to harnessing the power of sport and physical activity and utilising Coventry City Football Club's unique influence and appeal to develop and deliver high quality community programmes and form strategic alliances that empower the people of Coventry and Warwickshire. We provide meaningful opportunities for improved health and wellbeing, enhanced social inclusion, reduced crime involvement, and expanded access to education and training, we will #MakeADifference in our city and county.

The work of Sky Blues in the community is currently categorised under three core themes, each with their own headline goal.

**Health and Wellbeing** – We will play our part, standing shoulder to shoulder with a host of partners, in combatting the social challenges that currently risk the health and wellbeing of Coventry and Warwickshire's most underrepresented communities. We will strive to deliver top quality, engaging and impactful community-based programmes that support members of Coventry and Warwickshire to pursue a happier and healthier life.

**Education, Skills and Training** – We will be integral in improving the training and employment opportunities available in Coventry and Warwickshire by inspiring our people, helping to provide the tools, experiences and guidance needed to build and sustain a prosperous career.

**Inclusion, Engagement and Participation** – We will create a more active and cohesive Coventry and Warwickshire, giving those that call it home the opportunity to participate in physical activity, enabling everyone to access the benefits of regular exercise barrier-free in an unjudged, welcomed and inspiring way.

**People and Infrastructure** – We simply could not achieve the impact we do without the dedication and expertise of our people, working tirelessly to ensure the hard-to-reach are reachable. In expanding our scope and deepening our offer, we also need to invest in our people, our foundation and infrastructure. We will ensure that our infrastructure and resources match our ambition, and our staff are representative of our community, ensuring they have access to high quality learning and development opportunities, enabling them to learn new skills and realise their own potential.

The values that we expect our staff to demonstrate at all times are as follows.

- Community Focused
- Passionate
- Innovative
- Ambitious
- Inclusive

Sky Blues in the Community are committed to embracing and fostering equality, diversity and inclusion in the workplace as well as in the delivery of its services, activities, and programmes, by promoting a positive organisational culture that values all staff and service

users. We will strive to create an inclusive environment where everyone feels able to participate and achieve their potential.

Sky Blues in the Community operates a person-centred approach to safeguarding and where concerns about the welfare of a child or adult at risk exists, staff will always act with their best interests in mind. Sky Blues in the Community fully acknowledges and accepts its responsibility for the well-being and safety of all children and adults at risk engaged in Trust activities. It is the duty of all staff working at the Trust to ensure they safeguard children and adults at risk by creating an environment that protects them from harm. Safeguarding is everyone's responsibility.



## JOB DESCRIPTION

<b>Job Title:</b>	Facilities Coordinator	<b>Reporting to:</b>	Business Development Manager
<b>Salary:</b>	£26,000 per annum	<b>Contract Type:</b>	Full time – 37.5 hours per week
<b>Location:</b>	Multiple locations across Coventry	<b>Days and hours of work:</b>	Hours to be confirmed at interview and with job offer.  Hours will be Monday – Saturday between 10am-10pm
<b>Document created:</b>	January 2024	<b>Reference number:</b>	SBITC-FC

### Purpose of the role:

The post holder will promote, manage, develop and maintain Sky Blues in the Community facilities to ensure bookings are maximised to meet usage targets and social and community outcomes in the most cost effective manner.

### Key responsibilities (but not completely exclusive to):

#### Facility Management and Operation

- Be responsible for the day to day operation and maintenance and security of facilities as required
- Regular football pitch and sports hall maintenance
- Provide professional management support, advice and guidance on facility operation and improvements
- Manage the booking of facilities through the facility booking software
- Provide regular reports, updates and recommendations to the senior management team as requested
- To ensure all community provision is self-financing, and develop the facility to be in the position to fund further developments
- To proactively seek out opportunities to manage and operate more facilities and increase our portfolio of assets.
- To ensure the facilities comply with all trust policies, financial regulations and personnel procedures
- To manage the purchasing, sales and replenishment of all food and beverage at sites where we have a food and beverage offer
- Maintain a strong working relationship with host organisations and key local stakeholders (including community clubs and organisations using our facilities)
- Develop and implement effective car parking policy and procedures to minimise risk

### **Health and Safety**

- Comply with all statutory regulations/legislation/codes of practice to minimise risks as well maintaining high levels of quality assurance and safeguarding
- Ensure that all internal staff and external users of the facility are aware of their health and safety responsibilities and implement thorough checks.
- Ensure that all necessary steps are taken to meet health and safety compliance
- Ensure a safe and healthy environment is maintained at all times for other staff and members of the public
- Ensure safe and correct practices are undertaken with all equipment, both by staff and community users, in compliance with Health and Safety legislation and guidelines.
- Identify and report faults or damage to equipment or the building fabric in a timely as appropriate
- To have due regard for the security of equipment, buildings and site to ensure any maintenance issues are logged and procedures are followed to rectify issues
- Monitor quality assurance standards against key performance targets

### **Community Programming**

- To coordinate and manage the day to day operation of the facilities
- Continuously improve clear pathways for club links working in partnership with local sporting networks
- Work with internal and external partners to continually develop a robust programme of activities that reflect the needs and aspirations of local communities
- Support the planning, implementation and review of a community usage development plan
- To develop procedures and systems to measure and monitor the performance of facilities and drive continuous improvement
- To plan and deliver work to achieve KPI's. In consultation with the line manager review and establish further KPI's based on the target groups within the development plan
- To develop and submit reports and development plans for the senior management team and key partner organisations
- To develop promotional plans and marketing opportunities to increase awareness of and bookings at the site.
- To devise, implement and promote the use of facilities, dealing with customer care enquiries and public relations.

### **Customer Service and Quality Standards**

- Work to delivery high quality customer service standards
- Communicate and manage service standards for all staff under your supervision by delivering regular high quality training
- Ensure that high levels of cleanliness are maintained at all times and facilities are always immaculately presented
- To provide a high level of customer care and deal with all compliments, comments, complaints and enquiries politely and efficiently in line with organizational policy

### **Staff Management**

- Be responsible for the recruitment and training of additional facility staff and volunteers in line with Sky Blues in the Community procedures
- Performance manage staff in line with Sky Blues in the Community policies and procedures

**Other Duties**

- Develop, implement and review a marketing plan for community usage
- Support with the development of facility budgets and income generation targets and work within agreed financial resources
- Achieve required levels of income generation
- Chair all steering groups and partnership groups
- To work with internal and external partners to maximise the effectiveness of service delivery
- Ensure all marketing material is current, relevant and correctly displayed



## PERSON SPECIFICATION

Job Title: Facilities Coordinator

Attributes will be tested by interview, task, application and references		
Category	Attribute	Essential (E) or Desirable (D)
<b>Qualifications</b>	• To have sufficient educational ability to compile reports and undertake statistical analysis of data and financial information	E
	• First Aid at Work qualification	E
	• Degree of equivalent in sport and leisure	D
	• Management qualification	D
<b>Experience</b>	• Experience of working at a sports centre/leisure centre or community facility	E
	• Experience of developing and managing a budget and working with specified financial procedures	E
	• Experience of managing people in diverse functions	D
	• Successful track record of implementing procedures which improve service quality and standards	E
	• Working knowledge and understanding of health and safety legislation and undertaking and implementing risk assessments	E
	• Experience of working within and implementing HR policies and procedures	E
	• Experience of using facility booking software	D
	• Experience of developing and implementing customer service standards and improvements	E
<b>Skills and Abilities</b>	• Strong listener and communicator who can effectively convey information at all levels	E
	• Computer literate performer with software proficiency in Microsoft applications	E
	• Ability to work in a pressurised environment and manage competing priorities whilst delivering on a broad	E

	<p>range of tasks and adapting to changing circumstances and priorities</p> <ul style="list-style-type: none"> <li>• An innovative solution focused individual with a can do approach</li> <li>• Excellent communication and customer service skills</li> <li>• A team player that is able to work on own initiative and as part of a team</li> <li>• Demonstrates an adaptable and flexible approach to work</li> <li>• Personable individual with a proven ability to build relationships with both internal and external partners</li> <li>• A goal driven individual who can lead and mentor individuals to achieve high service standards</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>• A commitment to attend ongoing support training and CPD relevant to the job role</li> <li>• Access to own vehicle</li> <li>• Ability to travel across Coventry and Warwickshire</li> </ul>	<p>E</p> <p>E</p> <p>E</p>





## APPLICATION INFORMATION

Sky Blues in the Community is committed to the safeguarding of its staff, volunteers, and participants. Any job offer made is subject to satisfactory references and a disclosure and barring service (DBS) check. The application form for this position is available from the CCFC website.

To apply for this role, please send a CV and covering letter or completed application form detailing how you meet the requirements of this role as set out in the person specification to [Harvey.morgan@sbitc.org.uk](mailto:Harvey.morgan@sbitc.org.uk).

**Closing date for applications: 9am on Monday 19<sup>th</sup> February 2024**

### Privacy Notice

Sky Blues in the Community is committed to being transparent about how it handles your personal information, to protecting the privacy and security of your personal information and meeting its obligation under the General Data Protection Regulation and the Data Protection Act 2018. For more information or a copy of our privacy policy please email [sbitc@sbitc.org.uk](mailto:sbitc@sbitc.org.uk).

SBITC is an equal opportunities employer and welcomes applications from all sections of the community. All appointments will be made based on merit.

The following policies are available Community - Coventry City ([ccfc.co.uk](http://ccfc.co.uk)) -Privacy Policy - Safeguarding Policy

Equality, Diversity and Inclusion Policy

GDPR/Data Protection Policy

Safer Recruitment