**Coventry Sports Foundation**

**Xcel Leisure Centre**

**Mitchell Avenue**

**Canley**

**Coventry**

**CV4 8DY**

**JOB DESCRIPTION**

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| **Job Title:** | Head of Operations City Centre Destination Venues (WAVE, HAGM, CTM) |
| **Reporting to:** | Chief Operating Officer  |
| **Responsible for:** | Venue Managers (CCT), Duty Managers (WAVE), Customer Service Manager |

**SCOPE**

Coventry Sports Foundation and Culture Coventry Trust are operating as CV Life, so that the scope of this Job Description as a CV Life document extends to cover the employment contracts held with either Coventry Sports Foundation or Culture Coventry Trust.

**OVERALL PURPOSE AND OBJECTIVE OF THE ROLE**

To oversee operations across the CV Life City Centre destination venues and be responsible for ensuring the safe, secure, efficient and sustainable operation of buildings, facilities and services. A strategic role including advising, developing and implementing operational improvements to enhance the visitor journey and accessibility across all sites. To deliver an excellent customer experience, focusing on continual improvement and maximising opportunities for income generation.

This position falls within a shared-services working arrangement agreed between the respective Boards of Directors of Culture Coventry Trust and Coventry Sports Foundation, which allows for the sharing of posts and associated services where appropriate and of benefit to the work of both organisations.

**MAIN DUTIES OF THE ROLE**

1. A commitment to delivering an excellent visitor-focused experience in both Sport and Cultural venues.
2. To be responsible for the day to day Operational Management of the Wave Coventry.
3. To oversee the operational management of the CV Life Cultural Venues, Coventry Transport Museum and the Herbert Art Gallery and Museum.
4. To effectively manage and Lead the operational team, including regular 1-1 meetings, professional conversations and team communications.
5. To work with the Commercial Manager on the development and implementation of the commercial strategy, assisting in achieving income targets.
6. To work with the Commercial Manager on the development and implementation of a consolidated city centre destination ticket offer for all CV Life venues
7. To work with colleagues in Marketing, Learning & Engagement, Collections and Curatorial, and Events to oversee activity planning, agreeing and communicating operational details , identifying staffing needs and site implications as well as promoting the programme.
8. To have an oversight of the Volunteer Strategy and monitoring and managing volunteer KPIs supported by the Venue Managers. To expand and develop the volunteer offer, including how it can enhance visitor experience and events.
9. To develop systems to capture detailed KPI’s and customer feedback and regularly provide reports to the Senior Leadership Team on key emerging trends.
10. To contribute to the annual development of the CV Life, Coventry Sports Foundation and Culture Coventry business plans.
11. To use insight and customer feedback and to develop The destination venues annual site business plans with associated action plans and suite of KPIs that align to overarching CV Life vision and objectives.
12. To benchmark all aspects of the operations service area regionally and nationally and provide feedback on performance.
13. The maintenance of industry standards of all Destination Venues referring to both sports and cultural sectors’ operational quality assurance frameworks’ demonstrating continued improvement.
14. To coordinate, challenge and prepare detailed assumptions (income and expenditure) for the Destination Venues annual budgets for Coventry Sports Foundation and Culture Coventry Trust for sign off by the Chief Operating Officer.
15. The implementation and continuous monitoring of all aspects of financial controls for the Destination Venues.
16. To identify gaps in the programming of Venues and use innovation to effectively engage with Coventry residents.
17. To have shared responsibility with the Head of Neighbourhood and Community Operations for the, improvement and monitoring and quality of all aspects of customer service within the operations department ensuring highest standards of customer experience.
18. To represent CV Life at key tourism strategic groups e.g. Cathedral Quarter Alliance, etc
19. To develop an Events Management Strategy, that has a clear and defined operational ownership for the management of the logistics of all Destination Cultural and Sporting Events.
20. A working knowledge of Health and Safety legislation and experience of associated procedures and documentation.
21. To support the CV Life Safeguarding Lead with the implementation of the CV Life Safeguarding and Vulnerable Adults policies and action plans.
22. To ensure compliance with all relevant Human Resources policies and procedures.
23. To work collaboratively with the Head of Neighbourhood and Community Operations and cover all aspects of the role as and when required.
24. To support the Training and Development Manager to implement and embed the CV Life Training and Development policy and strategy. To identify team’s training needs and develop team training plans to ensure that staff are equipped with the skills required to deliver high quality service.

This Job Description is neither exhaustive nor exclusive and may be reviewed and updated depending upon operational requirements and staffing levels.

**RESPONSIBILITIES FOR ALL EMPLOYEES**

* To embrace and lead by example on the Company’s key values of PRIDE, PASSION and PERFORMANCE or those that might at any time be subsequently re-defined.
* To support the Company’s commitment to providing a safe environment for children, young people and vulnerable adults, ensuring awareness of the Company’s Safeguarding Policy, Procedures and Practice Guidance, and to be vigilant, reporting any safeguarding concerns without delay.
* To undertake all duties and fully comply with all of the Company’s general standards and those relating to the specific requirements of the role.
* To take care of their own health and safety and that of others who may be affected by their actions at work, and to co-operate with health and safety matters to help everyone meet their legal requirements.
* To co-operate with managers and colleagues to ensure environmental responsibilities are complied with.
* To carry out tasks at a range of sites that are either operated or managed by the Companies / Trusts or where services are delivered by the Companies / Trusts
* To be involved in any aspects or opportunities for sharing of good practice, expertise and responsibilities within the Companies / Trusts. To generally help promote the work and public image of the Companies / Trusts, always maintaining high standards of customer service and personal appearance.
* To attend and fully engage with all internal training and development requirements and opportunities, and maintain such qualifications as required by the demands of the role.
* To interact positively with customers adopting a friendly and professional approach at all times.
* To comply with the General Data Protection Regulations when dealing with, maintaining, sharing and storing information.
* To undertake other duties as specified, which are appropriate to the qualifications, experience and general level of the post.

**Date Created: March 2025**

**Date Reviewed: 24th March 2025**

**PERSON SPECIFICATION**

**Essential Personal Attributes**

* Ability to identify opportunities and have ‘vision’.
* Ability to develop and motivate staff.
* Ability to create, build and use relationships inside and outside CV Life.
* Highly developed influencing and engagement skills
* Strong operational awareness.
* Management of conflicting priorities and timescales.

**Essential Knowledge and Experience**

* Experience of operational service development.
* Evidence of a strong operational skill set aligned to performance and financial targets.
* Leadership and Management experience.
* Financial management.
* Performance Management.
* Collaborative working with external organisations and internal departments.
* Knowledge of Health and Safety requirements, regulations and procedures.

**Essential Qualifications**

* Degree level or relevant management qualification.

**Special Circumstances**

* Ability to work unsociable hours including evenings, weekends, and Bank Holidays.
* Ability to travel between sites.
* Enhanced DBS Clearance required.