



Coventry City Council

Job Description

Job Title:	Service Manager, Culture & Sport	Job Number:	
Directorate:	Place	Post Number:	1035316
Service:	Sport, Culture & Destination	Grade:	10

Job Purpose:

1. To lead the Sports & Culture development teams, to ensure that the Sports & Culture function delivers the organisational **vision** for service delivery.
2. Drive **change** and continual improvement to ensure the achievement of **performance** objectives and best practice in service delivery, strategic and operational management.
3. Provide **vision, direction and leadership** for the Sports & Culture function, including a high degree of professional knowledge of national and international policy and practice.
4. Promote a culture where the **customer** is at the heart of everything it does.
5. **Manage available resources** to ensure the activities are delivered with optimum cost effectiveness.

Main Duties and Responsibilities:

1. Determine appropriate measures of performance, both quantitative and qualitative, reflecting strategic objectives for sport and culture, and the delivery of planned initiatives, projects and programmes.
2. Implement appropriate activities to ensure delivery of all elements of the service plan for Sport & Culture to achieve optimum performance.
3. Lead on project planning, development and review of activity to ensure co-ordination and alignment with the budget setting processes so that outcomes are timely and effective.
4. Lead on major initiatives and projects, including capital projects, as required, managing activities to ensure statutory and regulatory compliance, audit standards and operational targets achieved within timescale and budget.
5. Ensure performance management systems with appropriate levels of delegation and accountability are in place.
6. Develop policy options and practical solutions that deliver the Council's strategic objectives for sport and culture and enable the financial and performance targets within individual projects and overall programme to be met.
7. Provide strategic financial management and advice ensuring budgets are monitored and controlled effectively within agreed procedures.
8. Work strategically with various stakeholders including, Members, executive directors, assistant directors, service managers, trades unions and external partners to build, maintain and promote effective working relationships.
9. Make informed and consistent business focussed decisions and presenting a compelling rationale for the chosen options.
10. Drive service improvements to derive maximum value.

11. Lead, support and develop team members to achieve business objectives and grow knowledge and confidence.

Deputise for the Head of Service and for peer managers in the service.
Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.
Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

3 x G8 Development Managers

Responsible to: Head of Service

Date Reviewed: September 2019

Updated: December 2019



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Person Specification

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Area	Description
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Knowledge:	Excellent working knowledge of policy context and funding environment of the culture and sport sector, including knowledge of national and international best practice, grant principles, stakeholder bodies, national and regional sector strategies and partnerships, delivery organisations and regulatory/performance frameworks.
	Thorough understanding of how to lead and motivate staff in delivering specialist services.
	Excellent working knowledge of project and programme management methodologies including an understanding of how these relate to capital redevelopment projects.
	High level of political awareness, the role of elected members and the policy context and challenges facing local government at national and local level.
	A good understanding of local government, the services it provides, the decision-making processes and relationships with national government.
	Knowledge of equal opportunities and diversity, including in relation to delivery of sport/culture and in service design and staff management.

Skills and Abilities:	Ability to build and maintain critical working relationships at all levels.
	Proven negotiating, mentoring and coaching skills and strong influencing skills.
	Ability to self-manage, to enable workload organisation, prioritisation and implementation, with minimum supervision and high level of personal resilience.
	Able to both line manage and matrix manage teams and individuals, manage stakeholders and tasks.
	Highly numerate with strong understanding of variety of financial mechanisms for supporting capital and revenue projects and grant schemes, and ability to manage financial and overall performance of programmes and projects.
	Able to manage changing requirements including managing multiple deadlines and conflicting demands in projects and programmes.



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	Outstanding communication skills, including report writing and ability to communicate complex information simply.
	Ability to interpret the political needs of members and provide appropriate advice.
	Ability to work across organisational boundaries to achieve corporate objectives and promote partnership working with other key stakeholders.
	Ability to challenge assumptions.
	Ability to design, implement and support organisational arrangements that facilitate the delivery of the organisations values and goals and promote customer focused solutions.
	Accomplished analytical & decision-making skills which draw valid conclusions and inform performance.
	Ability to be creative and commercial and contribute towards the strategic planning of the Service.
	Ability to develop, design and implement effective, coherent and well-governed schemes to support delivery of services through grants and contracts with third parties.

Experience:	Experience of successful programme or project management.
	Proven experience of managing resources (including budgetary control) and managing the delivery of high performance through people and processes.
	Working at a senior level with stakeholders, partners and/or elected members.
	A track record of developing and implementing continuous improvement in service delivery in sport/culture settings.
	Success in attracting external funding for services.

Educational:	Graduate degree in related discipline or substantial relevant experience Evidence of continual professional development
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Special Requirements:	
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Date Reviewed: September 2019

Updated: December 2019