

JOB DESCRIPTION

Saints Central Bookings Coordinator

Location:	Saints, Newdegate Street, Nuneaton CV11 4ED
Responsible to:	Saints Central Duty Manager
Salary:	£22,500 plus employer pension contributions at 9%.
Hours:	35 hours per week. The post-holder will work Tuesdays – Saturdays. This is a fixed term role for 6 months.

Diversity Statement:

In the Diocesan offices we are committed to work with determination towards a fuller representation of the social, cultural and ethnic diversity which accurately reflects the people we serve in the Diocese of Coventry. We expect all employees to promote and model equity, diversity and inclusion in their working practices and relationships and to uphold principles of equality of opportunity in accordance with our legal and theological obligations as written in Galatians 3:28 which says, “There is neither Jew nor Gentile, neither slave nor free, nor is there male and female, for you are all one in Christ Jesus”.

If you have a disability, long-term illness or are neurodiverse, and you feel this prevents you from meeting any of the essential criteria, please contact us to discuss the adjustments we can make for you.

As an equal opportunities employer, we particularly welcome applications from United Kingdom Minority Ethnic / Global Majority Heritage (UKME/GMH) candidates who are currently underrepresented in our organisation. All appointments will be made on merit of skill and experience relative to the role.

All employees undertake mandatory Diversity, Equity and Inclusion training during their employment with us.

Role Purpose:

The primary focus of this role is to form part of the team at Saints Nuneaton, which is part of the Charity, ‘Together for Change’ (a partnership between The Church Urban Fund and the Diocese of Coventry).

This exciting project is ground-breaking in its desire to impact its community and bring about the three-pronged strategy of ‘Enterprise and Equip’, ‘Create and Connect’ and ‘Sport and Support’ (www.saintsnuneaton.org). The post-holder will support the income generation of the Saints Nuneaton building by overseeing all external bookings for the centre, to help support us to achieve our mission purpose.

The Local Context:

The post is seeking to work collaboratively with the local churches and Saints Advisory group and is part of a wider initiative to Transform Nuneaton and enable the Diocese to live out our Mission Purpose of Worshipping God, Making New Disciples, and Transforming Communities.

'Saints' is the recipient of two major grants: The Towns Deal Fund and also the Big Lottery Reaching Communities Fund. These grants have enabled us to take the project to the next exciting stage of development and undertake a major building renovation programme on the remaining two floors of the centre. We are entering an exciting new phase of our project in developing our activities and broadening our reach into the town.

Key Relationships:

Saints is led by the charity Together for Change, in partnership with an ecumenical collection of Nuneaton Churches and Christian Organisations who are passionate about bringing community transformation to the heart of Nuneaton.

The post-holder will be line managed by the Saints Central Duty Manager.

They will work collaboratively with the Saints staff team, TFC's Central Team and TFC's Finance Manager. They will also work collaboratively with volunteers, stakeholders, partners and agencies, as well as groups who let the building.

The Saints Advisory group play a vital role in shaping the direction of the project and regular feedback and working with all of the churches and agencies on this group will be essential.

Main Activities and Responsibilities:

1. Coordinate all external bookings for the Centre, working with and reporting to the Saints Central Duty Manager.
2. Act as a duty manager to help oversee the management of Saints Nuneaton in all areas, working with and reporting to the Saints Leadership Team on alternative Saturdays. This includes being a key-holder for the centre.
3. Establish and maintain effective operational systems to manage external bookings of the café space and learning zone, working to promote and maximise the use of these spaces to ensure good levels of income are generated for the centre. All of this to be done with a sense of excellence and good customer satisfaction.
4. Promote and co-ordinate bookings for the upstairs hall of the building, focussing on establishing good systems for bookings and events.
5. Work with the cleaner to set up and pack down the upstairs hall, ensuring that high standards of health and hygiene are maintained.
6. Work with the Café Manager to consider conference and catering packages for the upstairs hall and to promote these accordingly.
7. Support the hospitality offer of the centre when required, undertaking cleaning duties and taking food orders.
8. Work alongside the Duty Manager to be the 'customer-facing' point of contact for the community groups and bookings, ensuring excellent customer service.

9. Where necessary, work with the Saints Central Senior Leadership Team to build new and existing partnerships with agencies, council, community groups and churches in keeping with the Christian charity's ethos, to ensure the diversification of support we can offer at the centre.
10. Ensure external bookings are well organised and run, including setting up and setting down each room as required and ensuring a professional and relational environment is upheld while maintaining a place of excellence for users of the centre.
11. Support the Duty Manager to organise and arrange community activities and events that take place within the centre, helping facilitate our vision for engaging with a large variety of groups and bringing about positive community transformation, especially among the young and vulnerable.
12. Where required, work with the Saints Central Leadership Team and TFC Finance Manager to ensure all invoices are sent and paid.
13. Assist with administrative duties to support SLT as required, including managing the Saints Admin email account.

PERSON SPECIFICATION

This section details the attributes which are required in order to undertake the full remit of this post. To be shortlisted an applicant must be able to demonstrate that they have **all the essential requirements** for the role.

AF = Application Form; I = Interview; T = Test

Attributes	Essential	Desirable	Means of assessment
Qualifications			
A standard of education and/or qualification commensurate to the role	✓		AF
Ability to use and communicate through basic IT means	✓		AF/I
Health and Hygiene Certificate		✓	
Experience			
Experience of overseeing bookings in a centre with a variety of user groups	✓		AF/I
Proven track record of leadership skills in a relevant context		✓	AF/I
Experience of setting up effective operational and management systems	✓		
Good track record of working within a church context on a variety of community activities		✓	AF/I
Skills and Abilities			
Excellent written, listening and communication skills and the ability to engage with a variety of audiences, including stakeholders, partners and volunteers	✓		AF/I/T
Good understanding of the hospitality sector and Health and Hygiene policies and protocols		✓	AF/I/T
Ability to work on own initiative and also as part of a variety of teams	✓		AF/I/T
Ability to engage with all manner of people, including staff and volunteers	✓		AF/I/T
Personal qualities			
Have a desire to work ecumenically with a range of user groups	✓		AF/I

Culturally sensitive and able to deal with people from many different backgrounds	✓		AF/I
Conscientious, diligent and hardworking	✓		AF/I
Professional, friendly and approachable, including when under pressure	✓		AF/I
Supportive of the mission and ministry of the Church of England and the Diocese of Coventry mission purpose statement	✓		AF/I
<p>Be Supportive of and live out our values at work:</p> <p>Community: To have a sense of togetherness and common purpose, with room for differences</p> <p>Christ-like: To show humility and love for one another, to be welcoming and to have grace and patience</p> <p>Integrity: To be genuine, authentic and honest, and value each other</p> <p>Service: To recognise people's needs, give without expectation and use our gifts for each other</p>	✓		

If you have a disability or long-term illness that otherwise prevents you from meeting any of these criteria, please contact us to discuss what reasonable adjustments we can make for you.

It is a condition of any offer of employment we make to you that you have, or gain, permission to work in the UK. By law, you will not be able to start working for us until you are able to provide evidence that this permission has been granted.

For more information, including job and person specification, and application form, please see <https://coventry.anglican.org/about/vacancies/>

or contact the Director of Regeneration and Community Transformation and CEO of Together for Change, Jet Jones, Jet.Jones@coventry.anglican.org, 07958 957320

Closing date for applications is Monday 10th March 2025
Interviews will take place at Saints Central on the week commencing 17th March 2025

Please send completed application forms to:

Email: Simone.Smith@Coventry.Anglican.org

Or Post: Simone Smith, HR Manager, 7 Priory Row, Coventry, CV1 5EX