

Job Description and Person Specification

Job details

Job title:	Community Sports Facilities Coordinator
Grade:	3 - £30,023 to £31,015
Hours:	37 Hours
Term:	4 Year fixed term post
Reports to:	Principal Leisure Manager – Active Environments & Partnerships
Responsible for:	None

Directorate and Service area: Public Health and Wellbeing – Communities and Leisure

Purpose of the job (why the job exists)

- To coordinate the day-to-day operations and bookings of sports pitches, courts and ancillary facilities, including pitch allocation, administration, invoicing and inspections.
- The post holder will proactively build and maintain strong relationships with local sports clubs, leagues, schools, town and parish councils and other partners, supporting the development of community use agreements and maximising access to sports facilities for local communities.

Principal responsibilities

1. Manage, allocate and coordinate bookings for football pitches and other sports facilities, crosschecking against league fixtures. Processing booking requests, pitch allocation, confirmations, and cancellations to ensure fair and efficient allocation of pitch time.
2. Act as the main point of contact for North Northamptonshire Council Grounds teams, local sports clubs, leagues, schools, town and parish councils and community groups, supporting effective communication, partnership working and access to facilities.
3. Proactively engage with schools, town and parish councils to identify opportunities for shared use of sports pitches, courts and facilities, supporting increased community access and participation.
4. Support the development, negotiation and monitoring of community use agreements, ensuring clarity of responsibilities, safeguarding requirements, pricing and scheduling.

5. Act as a key liaison between partners and internal Council services to resolve access, availability and operational issues relating to sports facilities.
6. Identify opportunities to maximise utilisation of sports pitches, courts and facilities through partnership working and improved booking arrangements.
7. Support partnership discussions that contribute to wider leisure, physical activity and wellbeing objectives across North Northamptonshire.
8. Conduct the required inspections of pitches and associated facilities to ensure safety, cleanliness, and playability. Assisting in planning seasonal and future pitch maintenance, renovations and remedial repairs including opportunities for the reinstatement of pitches. Support the annual review of the Playing Pitch Strategy.
9. Report maintenance issues to relevant teams or contractors where pitch fault reports have not been utilised. Liaise with North Northamptonshire Council Grounds team around ongoing and escalating issues. Conducting pitch power assessments and support the Grounds and Leisure teams to develop a pitch improvement plan.
10. Contribute to the ongoing improvement of booking systems with the wider leisure systems working group, to enhance administrative processes, improve efficiency, customer access and data accuracy. Generate and issue invoices in a timely manner, ensuring accurate financial records. Monitoring payments and follow up on outstanding accounts.
11. Review and implement sports booking terms and conditions issuing to all hirers, including fees and charges for pitch facilities in line with local and national prices.
12. Apply for small grants such as Football Foundation goal post replacements and support the wider Leisure Team with larger funding applications as required. Utilising the playing pitch strategy and local football facility plan to identify priority areas.
13. Ensure an excellent standard of customer care is implemented and maintained by always demonstrating North Northamptonshire council core values. Customer Focused, Respectful, Efficient, Supportive, Trustworthy.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential for this post.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Good General education with recognised qualification in Maths and English Experience of working within a contract monitoring and/or administerial role	Experience of working within the Leisure Industry Qualification in Health, Wellbeing or Sport Pitch maintenance or groundskeeping qualification
Experience and Knowledge	Experience of working within sports facility operations or the leisure industry Experience of working in a busy environment and managing a varied workload Experience of creating written reports and monitoring and evaluating data Experience of building and maintaining positive working relationships with external partners, clubs or community organisations Experience of preparing formal reports for management meetings and providing management support Knowledge of the need to effectively manage and maintain documents and working records within a legislative framework	Experience of facilities management, inspections and compliance monitoring Experience of using bespoke contract monitoring software/tools for managing performance

Attributes	Essential criteria	Desirable criteria
	Experience of conducting site visits/assessments to monitor quality/compliance Experience of developing or supporting community use agreements or shared-use arrangements A good understanding on the need for robust Health and Safety management in public facilities	
Ability and Skills	Be a team player with a flexible approach to work Ability to work well under pressure and to co-ordinate and manage own workload to achieve deadlines Have exceptional organisations skills and manage time effectively Have confidence in negotiating and agreeing practical solutions relating to facility use and access Have a positive attitude and be self-motivated Demonstrate excellent communication skills (verbal and written) and be able to engage with a range of audiences Have good customer care skills and experience of working with customers and people from all levels within and outside of the organisation Possess strong IT skills and be proficient in using Microsoft Office i.e. Word, Excel, PowerPoint and MS Teams	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Full driving licence and access to own transport or ability to travel within North Northamptonshire.	