# Job Description

**Management Grouping: Place, Communities & Infrastructure Department/Section: Leisure, Parks and Open Spaces**

**Job title: Leisure Project & Contracts Officer (Title change was Projects and Information Officer**

**Reports to: Leisure Contracts Manager**

**Grade: Bexley10**

**Purpose of the job**

* To assist the Leisure Contracts Manager in the effective monitoring and management of the Leisure Public Private Partnership (PPP) contract, working in partnership to achieve contractual outcomes, outputs and contractual compliance.
* Support senior managers to develop and deliver contracts and projects that support the team’s wider corporate outcomes and strategic policy objectives.

**Principal accountabilities**

Direction

* Assist in the ongoing monitoring, liaison and management of the Leisure PPP contract and other smaller contracts as required.
* Undertake industry research, identifying trends and new opportunities to enable services to be planned and improved according to identified need.
* To manage one off capital / revenue programmes / special projects within the Leisure, Parks and Open Spaces Team.

Implementation

* To support the management of the Leisure PPP contract and other smaller contracts in line with the defined outcomes, terms, specification and performance frameworks
* To attend stakeholder contract management meetings, monitoring visits and receive and review contract performance data.
* To oversee the maintenance and creation of the team’s web pages, other information sources and marketing materials as required.
* To manage one off capital / revenue projects as directed.
* To lead and develop key projects, funding bids or programmes relating to increasing local physical activity levels or other community opportunities.
* Support and respond to enquiries, complaints and undertake meetings with key user/community groups or undertake presentations as required.

Support in monitoring contract or project budgets, procurement and purchasing of any goods and services in line with the prescribed allocations and contract standing orders.

Organisation, Control & Development

* To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
* To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

* To ensure that staff are recruited, managed, appraised and developed, and that effective arrangements are made for the training and development of all staff within the department so as to meet service needs and to provide equality of opportunity for all employees.
* To ensure that volunteers are managed and appraised and health and safety, safeguarding and welfare processes are in place and adhered to

Personal Effectiveness

* To present timely and relevant advice and information to working groups, senior managers and Members and to ensure that Group Leaders are briefed on major and sensitive issues.

To deal promptly with all matters requiring the post holder’s personal attention.

* To be fully conversant with relevant statutory provisions and the Council’s constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
* To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

# Person Specification

**Management Grouping: Place, Communities & Infrastructure Department/Section: Leisure, Parks and Open Spaces**

**Job title: Leisure Projects & Contracts Officer**

**Job Family: Senior Support Staff**

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| **Selection Criteria** | **Essential/**  **Desirable (E/D)** | **Method of**  **Assessment (see key)\*** |
| (a) **Education and Formal Training**  A degree and/or a relevant professional qualification Other professional qualifications | **E D** | **A A** |
| (b) **Relevant Technical Experience and Knowledge** |  |  |
| Reasonable experience of leisure , sport or recreation working or contract management | **E** | **A/P** |
| Practical experience of Knowledge of managing small projects or programmes and Project Management techniques and skills | **D** | **A/I** |
| Knowledge of Performance Management schemes, systems and procedures | **D** | **A/I** |
| Experience in a large public or voluntary sector organisation, probably local government is desirable | **D** | **A** |
| Experience of analysing data and insight , including financial data is desirable | **D** | **A/I** |
| Experience of using a range of word-processing and spreadsheet  packages and networked PC’s and of understanding basic web design | **E** | **A/I** |
| (c) **Skills and Abilities** |  |  |
| An ability to establish and build effective relationships with partner organisations, including the private sector | **E** | **A/I** |
| Good verbal communication skills | **E** | **I/P** |
| Good written communication skills and, in particular, an ability to write clear concise reports | **E** | **A/I/P** |
| Able to prepare and undertake presentations to a high standard | **E** | **A/P** |
| An ability to work effectively as part of a team | **E** | **A/I** |
| An ability to research, analyse, and interpret and present information and to draw clear conclusions | **E** | **A/I/P** |
| An ability to plan and prioritise work effectively and meet deadlines | **E** | **A/I/P** |

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| English Language Requirements for Public Sector Workers:   * Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. * Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. * Ability to listen to customers and understand their needs. * Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations. | **E** | **1/P** |
| (d) **Additional Requirements** Willingness to work evenings/weekend Ability to travel around the Borough | **E E** | **A/I A/I** |

**\*Selection Method key: A = Application Form I = Interview P = Presentation**

**High Performance Indicators**:

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| **Values** | **Behaviours for staff** | **Behaviours for managers** |
| **Innovation** | I respond flexibly and adapt to changing  demands  I am prepared to take managed risks to achieve better outcomes  I ask ‘What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo | I routinely look for innovative and cost-  effective ways to improve performance and customer service  I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future  I take calculated risks based on available evidence and my professional judgement to learn and try new things |
| **Leadership** | I demonstrate a clear sense of purpose  and direction, in line with organisational objectives  I am willing to take difficult decisions  My personal actions promote a positive image of Bexley | I take responsibility for my service and for  making things happen to make a difference to my service users  I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work  I inspire, lead and encourage staff to move forward |

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| **Partnership** | I show respect for others and value  contributions from internal and external partners and customers  I recognise the right solution, regardless of who initiated it  I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver | I encourage the feeling that the team is a  collective unit with shared goals  I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council  I network internally and externally |
| **Listening and Responding** | I acknowledge other people’s  viewpoints and work with them to find a win-win solution  I prepare and present information anticipating questions and problems  I adapt my style to the audience and their needs, using the most appropriate communication channels | I seek regular service user feedback and  review customer data to shape service improvements  I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them  I *e*mpower staff to make decisions and changes to improve value for money, customer service and productivity |
| **Open and Accessible** | I see issues from the customer / user  perspective  I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs  I seek to build and maintain positive relationships with customers and partners | I am accessible to my service users,  customers, staff and Members  I communicate and share a clear vision for the bigger picture as well as specific service areas  I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations |
| **Impact** | I prioritise my activities and resources  to focus on those which have the most impact for residents  I take responsibility for making things happen and achieving my objectives  I make decisions and clear recommendations based on my professional opinion, experience, and informed by a range of information and evidence | I design services that provide value for  money and deliver our outcomes, informed by evidence  I produce, prioritise and adapt plans to meet changing requirements  I set interim goals to achieve notable wins on the way to larger objectives  I deal with poor performance |

**Applicants will be assessed against these criteria and high performance indicators throughout the recruitment process.**