

Leisure Contract Officer

Job Description and Person Specification

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| Directorate: | Communities | Service: | Leisure, Healthy Lifestyles & Communities |
| Responsible to: | Leisure, Healthy Lifestyles & Communities Manager | Responsible for: | |
| Grade: | 8 | | |
| Location: | Civic Centre, Poulton le Fylde | | |

Job Purpose:

Responsible for managing the Performance Management Framework of the Wyre Leisure Contract including specific responsibilities to provide operational support for the monitoring and reporting of the framework.

The post holder will deliver a range of standard commissioning management functions including the provision of administrative support to enable the effective management and monitoring of the contract. This will include; the collection and reviewing of data, benchmarking, monitoring and checking contract compliance.

To organise and attend contract and stakeholder meetings, send agendas, take minutes and monitor actions. The post will ensure that all key performance indicators, plans, reports and monitoring information that is detailed within the contract have been provided and will assess submissions providing opinion on the operators performance against the performance standards set by the Authority.

Key Tasks & Responsibilities:

- To have responsibility for managing the Performance Management Framework of the Wyre Leisure Contract.
- To provide administrative support to enable the effective management and monitoring of the council's leisure contract including; collection and reviewing of data, benchmarking, monitoring and checking contract compliance.

- To assess submissions from the operator providing opinion on their performance against the performance standards set by the Authority.
- To coordinate and manage a structured programme of partnership meetings between the Operator, Authority and other stakeholders that includes: the Strategic Leisure Partnership Board; monthly contract meetings; quarterly maintenance meetings and the Annual Service Plan Workshop.
- To be responsible for administrative support to partnership meetings including; sending out required agendas, taking minutes, logging tasks and monitoring agreed actions, sending alerts as required to support the critical path of projects.
- To receive and review the monthly, quarterly and annual reports associated with the leisure contract reviewing them for accuracy.
- To assess submissions from the operator providing opinion on their performance against the performance standards set by the Authority.
- To manage the presentation and delivery of the following plans from the Operator to the Authority: Draft Annual Service Plan; Final Annual Service Plan; Active Wellbeing Delivery Plan; Community Engagement Plan; Health and Safety Management Improvement Strategy; Programme of Use; Performance Indicator Targets; Marketing Plan; Planned Preventative Maintenance (PPM) Schedule; Schedule of Programmed Maintenance; Environmental and Energy Management Plan; pricing proposals; Emergency and Business Continuity Plan; Quest Plus Action Plan; and the Diversity and Inclusion Plan.
- To be responsible for ensuring that the necessary facility inspections are conducted to evidence that the service requirements, as laid out in the contracts, have been met and if not to report deficiencies in order that appropriate action can be taken.
- Monitor performance management data, maintain databases and provide statistical and financial information reports as required.
- To review the Wyre Council property work schedules and contractual obligations for leisure facilities, and co-ordinate inspections and visits with the leisure contractor and Wyre Council or their representatives
- Work closely with colleagues to help oversee building maintenance and building related projects across the Wyre leisure centres
- To work with finance on the management and monitoring of leisure related budgets and leading on the checking of utility recharges for the leisure contract as well as processing invoices and raising purchase orders as required.
- To be conversant with all relevant legislation and Council policies in relation to contract management.
- To help build a positive working relationship with the Operator.
- To work alongside the Leisure, Healthy Lifestyles and Communities Manager in the regular review of the Annual Service Plan to ensure it reflects the aims and objectives

of the Active Wellbeing Programme and that progress updates are provided to the Authority on a quarterly basis as part of the Quarterly Performance Report.

- To write Portfolio Holder Reports to Cabinet and provide other reports/information for scrutiny committees. To respond to public and partner inquiries and to provide/coordinate responses to Freedom of Information requests.
- To request works or seek professional support with the relevant department to meet the requirements of the Council's responsibilities within the lease agreements on leisure buildings, and to act as the first point of contact for the Operator in reporting any issues requiring action by the Council.
- To keep and record data relating to the performance of the Leisure Contract and produce reports, as required.
- Act as the first point of contact for any complaints received by the Authority relating to the contract. To be responsible for the first stage reporting of any complaints regarding contract management.
- To manage other projects, when required, related to the delivery of the Wyre leisure contract.
- To ensure the operational risk register for the Wyre leisure contract is kept up to date and reviewed annually.
- Any other duties commensurate with the grade of the job.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policies and compliance with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policies on equality, diversity and inclusion.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for data quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

| QUALIFICATIONS | ESSENTIAL/ DESIRABLE | ASSESSMENT METHOD |
|--|-------------------------|-----------------------|
| Degree in leisure management, physical activity, sport, health and wellbeing subject areas and /or significant relevant experience relating to the job description | Desirable | Application/Interview |
| Project Management Qualification | Desirable | Application |
| Good general education with English and Maths GCSE Grade A-C | Essential | Application/Interview |
| Knowledge of Health and Safety in relation to leisure centre operations | Essential | Application/Interview |
| Leisure operator qualifications | Desirable | Application/Interview |

| SKILLS | ESSENTIAL/ DESIRABLE | ASSESSMENT METHOD |
|--|-------------------------|-----------------------|
| Ability to monitor and develop sport, physical activity and leisure strategic outcomes. | Essential | Application/Interview |
| Ability to develop strong and effective relationships as part of a multi-disciplinary team. | Essential | Application/Interview |
| Ability to develop reports, strategies and produce visual presentations. | Essential | Application/Interview |
| Good verbal and written communication skills | Essential | Application/Interview |
| Proven planning and organisational skills with an attention to detail approach | Essential | Application/Interview |
| Have a sound knowledge of the importance of health and wellbeing in helping to boost and maintain positive mental and physical wellbeing | Essential | Application/Interview |
| Proven administration and numeracy skills | Essential | Application/Interview |
| Knowledge and understanding of the challenges and barriers faced by different | Desirable | Application/Interview |

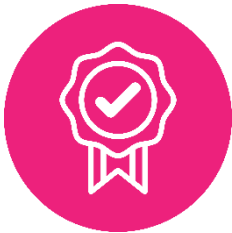



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| organisations and individuals relating to leading a healthier lifestyle | | |
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| EXPERIENCE | ESSENTIAL/ DESIRABLE | ASSESSMENT METHOD |
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| Experience of sport, physical activity and leisure operations and community leisure offers | Essential | Application/Interview |
| A wide variety of experience of managing complex projects | Desirable | Application/Interview |
| Experience of delivering projects linked to increasing access and participation levels | Desirable | Application/Interview |
| Good contract, budget and project management skills | Essential | Application/Interview |
| Excellent verbal and written communications skills | Essential | Application/Interview |
| The ability to prioritise and organise a varying workload | Essential | Application/Interview |
| A wide variety of Information Technology experience, particularly related to the leisure and physical activity industry | Essential | Application/Interview |
| Experience of monitoring contracts and understanding complex contract documentation | Essential | Application/Interview |
| Experience of dealing with customer facing services and complaint resolution | Essential | Application/Interview |
| Experience of receiving data, interpreting and presenting findings | Essential | Application/Interview |
| Experience of building management and works inspection | Desirable | Application/Interview |

| ADDITIONAL REQUIREMENTS | ESSENTIAL/ DESIRABLE | ASSESSMENT METHOD |
|---|-------------------------|-----------------------|
| Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues | Essential | Application/Interview |
| Regular and Reliable Service | Essential | Application/Interview |

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| Demonstrate behaviours that support our values | Essential | Application/Interview |
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**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

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| Professional | Innovative | Collaborative | Customer focused |
| In being professional we... | In being innovative we... | In being collaborative we... | In being customer focused we... |
| <ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner | <ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers | <ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together | <ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction |

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Carol Southern

Date: September 2025

Post Holder Signature:

Date: