

Leisure and Culture

Contract Manager (Leisure and Culture) Job Description and Person Specification

August 2026

Job Description

Job Title:	Contract Manager (Leisure and Culture)
Department:	Place, Communities and Enterprise
Function:	
Team:	Leisure and Culture
Post number:	
Grade:	LBR 13
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36hrs Monday-Friday however evening and weekend work will be required on occasions.
Base location:	Lynton House, 255-259 High Road, Ilford Essex IG1 1NN
Reports to: <i>Job title</i>	Head of Leisure and Culture
Responsible for: <i>Job titles of direct reports</i>	<i>Senior Contract Monitoring Officer</i> <i>Contract Monitoring Officer</i>
Role purpose and role dimensions: <i>Overview of the job</i>	The Contracts Manager will lead the management, monitoring and development of key contracts. The role ensures high-quality, safe, financially sustainable and resident-focused services are delivered across leisure centres, parks, play areas, outdoor gyms, open spaces, museums, libraries, sports development and cultural activity, including oversight of services connected to the Kenneth More Theatre. The postholder will act as the Council's client lead, driving performance, contract compliance, continuous improvement and innovation across a complex portfolio of providers and delivery models.
Key external contacts: <i>Organisations</i>	Vision RCL Sport and Community Organisations
Key internal contacts: <i>Job titles or groups of staff</i>	Finance Team Facilities Management Team Estates Team Insurance Team Education Team Public Health

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Management of £11.6m Contract
Key areas for decision making:	Contract Compliance
Other considerations: <i>E.g. working patterns</i>	Driving Essential – Site Visits are a requirement of the role.

Key accountabilities and result areas:	Key elements:
Contract Management & Client Function	This will involve: • Leading the management of leisure and culture contracts, ensuring compliance with contractual obligations, KPIs and service specifications. • Acting as the Council's primary client contact for operators, partners, leaseholders and commissioned providers. • Developing strong, collaborative relationships that support performance, transparency and improvement. • Managing contract variations, extensions, procurements and mobilisation processes where required. • Ensure robust governance, reporting and risk management across the portfolio.
Service Oversight	This will involve: • Leisure centres and physical activity provision • Parks, play areas, outdoor gyms and open spaces • Museums, libraries and heritage services • Sports development programmes and community participation • Cultural programming and events • Venue-based services including the Kenneth More Theatre, Music, drama services.

Performance, Quality & Insight	This will involve: • Monitoring performance against KPIs, outcomes and financial targets. • Leading regular contract review meetings and performance reporting. • Using data, resident insight and benchmarking to drive continuous improvement. • Ensuring services support Council priorities including health, inclusion, participation and place-making. • Identifying gaps, risks and opportunities across the portfolio.
Financial & Commercial Management	This will involve: • Overseeing contract budgets, payment mechanisms, income share arrangements and financial modelling. • Ensuring value for money and support long-term sustainability of services. • Contributing to business cases, option appraisals and future delivery models. • Working with finance colleagues on forecasting and financial monitoring.
Procurement & Future Delivery	This will involve: • Supporting commissioning, procurement and re-procurement activity. • Contributing to strategy development and service reviews. • Leading elements of options appraisal relating to delivery models (outsourced, in-house, LATco models). • Ensuring learning from current contracts informs future specifications.
Partnership & Stakeholder Management	This will involve: • Working collaboratively across Council departments (property, finance, procurement, legal, public health, commissioning, community safety/cohesion). • Engaging with community organisations, partners and stakeholders. • Supporting political reporting and briefings. • Representing the Council in provider and partnership forums.
General accountabilities and responsibilities	

Green Statement	This will involve: Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. - Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care	This will involve: Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	This will involve: - Taking responsibility for continuing self-development and participating in training and development activities. - Participating in the ongoing development, implementation and monitoring of the service plans. - Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Contract Manager (Leisure and Culture)		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/qualifications:	- Degree or equivalent - Contract management, procurement or project management qualification	A	2

Minimum experience/ knowledge/ skills:	• Significant experience managing complex service contracts. • Experience in leisure, culture, community services, property related contracts or place-based services. • Experience working in a client-side role within a local authority or similar environment. • Performance management and provider relationship management. • Financial and commercial oversight of contracts. • Strong contract management and commissioning knowledge. • Ability to analyse performance, data and financial information. • Stakeholder management and negotiation skills. • Understanding of public sector governance and procurement. • Ability to manage multiple contracts across a diverse portfolio. • Experience across leisure and cultural services. • Experience with mixed delivery models (outsourced, leases, partnerships). • Project management experience. • Experience of capital programmes • Understanding of community participation and health outcomes. • Understand contract law basics, procurement processes, and commercial risk • Able to drive value for money and identify opportunities for renegotiation, savings, or service improvements	A I T	3
Minimum competencies: Customer focus	Able to: • Ensure contracted services deliver high-quality, accessible experiences for residents and users • Monitor customer satisfaction data and performance metrics to drive service improvements • Challenge providers to meet and exceed customer service standards and contractual KPIs • Respond effectively to complaints, Member enquiries, and service issues	A I	3

Communicating and influencing	Able to: - Communicate clearly with contractors, internal stakeholders, and elected Members - Produce concise reports on contract performance, risks, and outcomes - Influence providers to deliver continuous improvement and innovation - Manage difficult conversations constructively, including performance challenges and dispute resolution - Adapt communication style for a range of audiences, from operational staff to senior leadership	A I T	3
Building relationships, working together and in partnership	Able to: - Develop strong, professional relationships with external providers and partners - Work collaboratively across council departments (e.g. procurement, finance, legal, public health, commissioning, community safety) - Promote a partnership approach while maintaining robust contract management and accountability - Build trust with stakeholders while ensuring compliance with contractual obligations	A I	3
Respecting & implementing diversity	Able to: - Ensure contractors deliver inclusive and accessible services for all communities - Embed equality, diversity, and inclusion requirements into contract management and monitoring - Challenge providers where services do not meet inclusion standards - Promote diversity and inclusion within partnership working and service delivery	A I	3
Planning, organising & achieving results	Able to: - Effectively manage a portfolio of contracts, ensuring compliance with terms, KPIs, and budgets - Plan and prioritise workload to manage multiple contracts and competing deadlines - Monitor financial performance, including payments, income, and value for money - Identify risks and implements mitigation strategies - Ensure contracts deliver agreed outcomes, performance standards, and social value commitments	A I	3

Embracing change	Able to: • Support and implement changes to contracts, services, and delivery models • Work with providers to adapt to new policies, financial pressures, and community needs • Identify opportunities for service improvement, innovation, and efficiency • Respond positively to change and help stakeholders navigate transitions • Contribute to procurement and mobilisation of new contracts where required	A I	3
<i>For those with managerial responsibility</i> Leadership	Able to: • Provide clear direction and oversight across contract areas or service lines • Lead on contract governance, ensuring transparency, accountability, and compliance • Act as a key point of escalation for complex contract issues • Promote a culture of performance, accountability, and continuous improvement	A I	3
Managing and developing people	Able to: • Manage and supports contract monitoring officers • Set clear objectives and performance expectations aligned with service goals • Develop team capability in contract management, negotiation, and performance monitoring • Provide coaching, feedback, and support to enable high performance	A I	3
Special conditions:	Driving is essential		
Signature of Employee:	Name:	Date:	