

Leisure and Culture

Apprentice Contracts Monitoring Assistant (Leisure and Culture) Job Description and Person Specification

<insert review date (month / year)>

Job Description

Job Title:	Apprentice Contracts Monitoring Assistant (Leisure and Culture)
Department:	Place, Communities and Enterprise
Function:	
Team:	Leisure and Culture
Post number:	
Grade:	APP 30 LLW
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36hrs Monday-Friday (2-year fixed term) 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>	Contracts Manager
Responsible for: <i>Job titles of direct reports</i>	N/A
Role purpose and role dimensions: <i>Overview of the job</i>	This is an Apprentice position with a structured programme of training on the job and undertaking the Business Administrator Level 3 Apprenticeship qualification which is nationally recognised. The Apprentice will develop the skills, knowledge and behaviours required for the job role supporting the Leisure and Culture Service. The Apprentice Contracts Monitoring Assistant supports the effective management of leisure and culture contract by leading day-to-day monitoring, compliance assurance and performance tracking across a diverse portfolio of services and assets. This is a developmental role designed for someone with limited experience this area. The postholder will build strong working relationships with providers, support site visits, maintain accurate records and help ensure services are delivering in line with expectations across leisure centres, parks, play areas, outdoor gyms, open spaces, museums, libraries, sports development and cultural activity,
Key external contacts: <i>Organisations</i>	Vision Redbridge Culture and Leisure 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>	Support the management of £11.6m Contract (Leisure, Parks, Libraries and Culture)
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. • Attendance to scheduled learning sessions and completion of all learning activities or assignments to set learning plan deadlines as required for the Business Administrator Level 3 Apprenticeship programme.

Key accountabilities and result areas:	Key elements:
Monitoring Support	• Carry out visual site inspections • Support the collection of information from providers on service delivery. • Maintain monitoring logs, trackers and contract records. • Help gather evidence against KPIs and service requirements. • Assist with preparing information for contract review meetings. • Follow monitoring templates and processes set by senior colleagues.
Information Recording & Administration	• Accurately record information from meetings, site visits and provider updates. • Maintain organised digital records and document libraries. • Ensure data is entered clearly, consistently and on time. • Support the coordination of documentation such as policies, certificates and reports. • Help track actions and follow up on outstanding information.

Relationship & Provider Support	• Build positive working relationships with providers and site teams. • Act as a friendly and professional point of contact for routine information requests. • Support providers to understand what information is required and when. • Communicate clearly and escalate questions or issues where needed.
Site Visits, Service Insight and Customer Contact	• Support site visits across facilities and assets. • Observe service delivery and record findings using agreed templates. • Capture examples of good practice and areas for follow-up. • Help ensure monitoring information reflects what is happening on site. • Investigate and draft responses to complaints related to the service delivery from the provider
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 Monitoring Assistant (Leisure and Culture)
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Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important

		A - I - T	Weighting
Minimum education/ qualifications:	• GCSEs or equivalent inc Maths and English • Strong skills and experience in audit processes, compliance and project work.	A	2
Minimum experience/ knowledge/ skills:	• Good organisational skills and attention to detail. • Ability to record information accurately and clearly. • Strong communication skills and confidence building rapport with others • Strong written skills • Ability to manage tasks and follow processes. • Basic digital skills (e.g. spreadsheets, documents, email). • Willingness to learn about contract monitoring and public services. • Administrative, customer service or coordination experience. • Experience working with community organisations, facilities or events. • Experience taking notes, recording information or maintaining records. • Customer service experience • Interest in leisure, culture, community services or local government.	A I T	3
Minimum competencies: Customer focus	Able to: • Support the delivery of high-quality, accessible services by monitoring contractor performance against customer standards • Escalate issues that impact customer experience in a timely and effective manner • Maintain a strong awareness of community needs across leisure, parks, libraries, and cultural services	A I	3
Communicating and influencing	Able to: • Communicate clearly and professionally with contractors, colleagues, and stakeholders • Adapt communication style depending on audience, including operational and non-technical stakeholders	A I	3
Building relationships, working together and in partnership	Able to: • Build positive working relationships with contractors and internal teams • Work collaboratively to resolve issues and improve service delivery • Maintain professional boundaries to ensure effective contract compliance and accountability	A I	3

Respecting & implementing diversity	Able to: • Ensures services are being delivered in an inclusive and accessible way • Identifies and reports any gaps in provision for different communities • Promotes awareness of diversity and inclusion in day-to-day work • Treats colleagues, contractors, and service users with fairness and respect	A I	3
Planning, organising & achieving results	Able to: • Organise and manage workload • Collect, analyse, and maintain accurate performance and compliance data • Identify risks, issues, and areas of non-compliance, escalating where necessary	A I	3
Embracing change	Able to: • Demonstrate a willingness to learn and improve ways of working • Respond positively to feedback and changing demands • Contribute ideas for improving contract monitoring and service quality	A I	3
<i>For those with managerial responsibility</i> Leadership	N/A		
Managing and developing people	N/A		
Special conditions:	Driving is essential Lone working		