

Leisure and Culture

Contracts Monitoring Officer (Leisure and Culture) Job Description and Person Specification

August 2026)

Job Description

Job Title:	Contracts Monitoring Officer (Leisure and Culture)
Department:	Place, Communities and Enterprise
Function:	
Team:	Leisure and Culture
Post number:	
Grade:	LBR 6
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>	N/A
Role purpose and role dimensions: <i>Overview of the job</i>	The Senior Contracts Compliance & Monitoring Officer 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. The role ensures providers meet contractual requirements, services are safe and high quality, and accurate performance insight informs decision-making across leisure centres, parks, play areas, outdoor gyms, open spaces, museums, libraries, sports development and cultural activity. The postholder will report to the Contracts Manager who 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 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.

Key accountabilities and result areas:	Key elements:
Contract Compliance & Monitoring	• Lead routine compliance monitoring across leisure and culture contracts. • Track delivery against KPIs, service specifications and contractual obligations. • Maintain compliance trackers, contract registers and monitoring frameworks. • Review policies, certifications and statutory documentation (e.g. H&S, safeguarding, insurance). • Escalate risks, non-compliance and performance issues to the Contracts Manager.
Performance & Reporting	• Collect, validate and analyse performance data from providers. • Produce regular performance dashboards, summaries and exception reports. • Support contract review meetings through preparation of reports and actions. • Identify trends, risks, gaps and improvement opportunities. • Ensure evidence supports payment mechanisms and performance assessments
Site & Service Assurance	• Undertake site visits and compliance checks across facilities and assets. • Monitor quality of provision, customer experience and accessibility. • Support audits, inspections and service reviews. • Ensure actions arising from audits or incidents are tracked and completed.
Provider & Stakeholder Support	• Act as a day-to-day contact for provider on monitoring and reporting requirements. • Support providers to understand compliance expectations and evidence requirements. • Work collaboratively with internal teams (property, finance, health & safety, procurement). • Support engagement with lease, licence and partner organisations.

Risk, Governance & Documentation	• Maintain accurate contract documentation and audit trails. • Support risk logs and governance reporting. • Monitor delivery against improvement plans and action plans. • Ensure consistency of monitoring approaches across different delivery models. • Help develop monitoring frameworks, templates and processes. • Support digitalisation and improvement of contract monitoring systems. • Contribute to service reviews, option appraisals and mobilisation work. • Share learning across contracts to improve service quality.
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

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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 - Contract management, audit, compliance or project qualification (desirable).	A	2
Minimum experience/ knowledge/ skills:	- Experience supporting or delivering contract monitoring or compliance activity. - Experience working with performance data and reporting. - Experience working with external providers or partners. - Experience in local government, leisure, culture, property or community services (or similar). - Strong organisational skills and attention to detail. - Ability to interpret contracts, specifications and KPIs. - Data analysis and reporting skills. - Ability to identify risk and escalate appropriately. - Good stakeholder and relationship management skills. - Ability to manage multiple contracts and priorities. - Experience undertaking site inspections or audits. - Understanding of health & safety and statutory compliance in facilities. - Experience with leisure or cultural service delivery. - Knowledge of contract management	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 - Use customer feedback, complaints, and usage data to highlight areas for improvement - Ensure contractors are meeting agreed service standards and responding to resident needs - 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 - Prepare accurate and timely performance reports, dashboards, and updates - Raise performance concerns with contractors in a constructive and evidence-based way - Support senior officers in preparing briefings and responses for elected Members - Adapt communication style depending on audience, including operational and non-technical stakeholders	A I T	3

Building relationships, working together and in partnership	Able to: • Build positive working relationships with contractors and internal teams (e.g. finance, procurement, operations) • Work collaboratively to resolve issues and improve service delivery • Maintain professional boundaries to ensure effective contract compliance and accountability • Support a partnership approach while ensuring standards are upheld • Contribute to a team culture of cooperation and shared responsibility	A I	3
Respecting & implementing diversity	Able to: • Supports the monitoring of equality and inclusion requirements within contracts • 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 to monitor multiple contracts effectively • Collect, analyse, and maintain accurate performance and compliance data • Track KPIs, service levels, and contractual obligations to ensure delivery • Identify risks, issues, and areas of non-compliance, escalating where necessary • Meet deadlines for reporting, inspections, and contract reviews	A I	3
Embracing change	Able to: • Adapt to changes in contracts, service delivery models, and council priorities • Support implementation of new systems, processes, or performance frameworks • 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
For those with managerial responsibility Leadership	N/A		

Managing and developing people	N/A		
Special conditions:	Driving is essential Lone working		
Signature of Employee:	Name:	Date:	