



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Head of Sport and Leisure

Grade: MGC

DIVISION/SECTION: Public Space

Location: Civic Centre, Morden

Responsible to: Assistant Director Public Space

Budget: £550K (income of £1.2M)

Capital Programmes: c.£600k - £2.5m

Responsible for:

- **Commercial Development Manager, Sport and Leisure**
- **Leisure Client Officer**
- **Watersports Centre Manager**
- **Sport Development Manager**

Post number:

Date: June 2023

MAIN PURPOSE

To be the Council's lead officer for Sport and Leisure Services, including procurement, commissioning, management of contracts, partnership arrangements (both internal and external); the development of service improvement strategies, plans and performance frameworks. This is role is integral on delivery the on the council's ambition of being the *Borough of Sport*.

To ensure the effective and efficient management, maintenance and operations of the Borough's Leisure, Active Recreation and Sports and Sports development, including leisure centres, organised and community sports events and the Wimbledon Watersports Centre.

To take a lead role in the ongoing partnerships with key stakeholders, organised sporting teams, clubs, grass-roots organisations and service providers including, but not limited to: relevant Government Agencies, the local Safety Advisory Group (SAG), GLL, the All England Lawn Tennis Club (AELTC), Wimbledon AFC, Fulham FC and volunteers providing timely advice to the Assistant Director, Public Space Contracting and Commissioning, Department Executive Director and relevant Cabinet Members.

To be responsible for, working in partnership with the Head of Parks Services to develop and deliver successful events & commercial opportunities. To curate an annual sports and events programme that is reflective of the services aim and adds value to our communities.

To work in partnership with the Cabinet, Senior Officers and the Head of Park Services to advance sporting developments within the Public Space division, including strategic planning and grant funding opportunities with National sporting bodies. Including the lead role in the strategic project management and delivery of capital projects and programmes that are centric to the delivery of the *Borough of Sport* ambitions.

To be responsible for and ensure the management of the Sport and Leisure Team and contracted services with regard to performance management. To be the lead officer of asset data systems; and ensuring statutory compliance, best practice and corporately required monitoring systems of these service areas are implemented and maintained.

To ensure that all services and events are run within current regulations, licencing and insurance requirements, including but not limited to: Health and Safety at Work Regulations 1999, Events Licensing requirements, The Adventure Activities Licensing Regulations 2004.

To work collaboratively with the lead Officers (Head of Waste & Street Environment and Head of Parks Services) in fulfilling the ambitions of the service. Delivering the strategic visions of the Division and working with the service's Service Suppliers to maximise the sustainable delivery of Sport and Leisure Services for the benefit of users, while acting as a custodian for future generations of users.

To be responsible for ensuring that all services are cost effective, adopting a commercial approach to all services and delivering to the highest possible standards. To also delivery, where practicable, free to use opportunities for children 16 and under and older people, 65+.

As a cost centre manager, lead the effective management of the budgets (Revenue and Capital) for the named and authorised Public Space services. Ensuring contractor(s) are delivering value for money, developing and

implementing savings plans in accordance with corporate targets and maximising all commercial and external funding opportunities.

MAIN DUTIES AND RESPONSIBILITIES

1. Service Responsibilities

- 1.1. To ensure that all aspects of commissioning activity delivers cost effective, good quality outcomes
- 1.2. To lead on the management and monitoring of Sport and Leisure Contracts, (performance management - including the ability to assess risk and act as required)
- 1.3. To oversee the effective and efficient monitoring of contractual services (including Leisure Centres) and utilise this information to inform contractual discussions
- 1.4. To lead and advise on sporting and leisure development and service provision across the borough, and support other related programmes in the borough (e.g. The London Borough of Merton's three leisure centres, events and recreational provision within parks and greenspaces)
- 1.5. To be responsible for & work with the Head of Parks Services to deliver sporting events and commercial opportunities utilising the Public Space assets for the betterment and enjoyment of residents and service users.
- 1.6. To lead on the securing of investment in the borough's sporting and leisure through an appropriate combination of sponsorship, sporting bodies, Government, CIL funding, external funding and commercial income (in conjunction with the Head of Parks Services) and philanthropy
- 1.7. To work closely with the Performance and Business Support Team to ensure services shape future development activity, achieving the needs and aspirations of our communities
- 1.8. To provide and present regular reports and recommendations in conjunction with the Performance and Business Support Team regarding the performance of the team, all commissioned services and any other relevant issues to a range of stakeholders. Including (but not limited to): the Assistant Director of Public Space Contracting and Commissioning, Director of Environment & Regeneration and Corporate Directors and decision makers, with a focus on the following outcomes;
 - 1.8.1. increased physical activity levels across under-represented groups;

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- 1.8.2. improved wellbeing (physical and mental);
 - 1.8.3. improved social cohesion and community spirit;
 - 1.8.4. improved civic pride;
 - 1.8.5. community sports and physical activity providers feel more connected and valued; and
 - 1.8.6. positive experiences of being physically active.
- 1.9. To engender good Officer / Councillor relations and in particular keep Councillors informed on relevant service issues, prepare reports and recommendations for Cabinet, Council, and Overview and Scrutiny Panels, including presenting reports and offering advice to elected members
- 1.10. To develop and ensure the delivery of strategies and accompanying improvement plans in accordance with Council policies and budgetary constraints and to develop the service arrangements to reflect changes in legislation and other relevant factors
- 1.11. To be the Council's expert advisor on sport and leisure services, activities and development, whilst providing strategic leadership through the provision of good quality and timely advice to senior managers and Councillors, leading on responses to relevant government agencies and professional bodies, while being able to competently represent the Council at external meetings
- 1.12. As directed, take the lead or contribute to cross divisional, departmental or corporate projects
- 1.13. To ensure that all correspondence is of a high quality and is prepared in accordance with departmental policy and corporate targets

2. Finance and Resources Responsibilities

- 2.1. To be a cost centre manager, including preparing resources and performance reviews, savings plans, detailed budget plans, capital programmes and undertaking budget management for all delegated Public Space service cost centres
- 2.2. To produce regular reports on the use of resources and financial budgets, ensuring financial regulations, service forecast planning and payment procedures are followed
- 2.3. Use technology effectively with colleagues, stakeholders, and contractors to improve the effectiveness and efficiency of services delivered and to provide strategic insight to enable improvements and

advancement of technological solutions to support service enhancements

3. Staff

- 3.1. To lead and manage the staff in the Section effectively including recruitment, performance management, sickness monitoring, training and communication and managing workload to take into account Council priorities. This will include leading and advising on appropriate team structures to enable the efficient delivery of commissioned services and contract management responsibilities
- 3.2. To provide leadership and contribute with the Sport and Leisure Team in the promotion of Merton Council's visions and missions, including adopting a "One Team" approach and contributing to Merton Council's ambition to become London's Best Council
- 3.3. Tackle poor performance positively and effectively utilising the Council's established policies and procedures
- 3.4. To ensure that all staff in the section are aware of and follow corporate and departmental health and safety policies and procedures

4. Commissioning, Contracts and Relationship Management

- 4.1. To be the lead officer for procurement and commissioning of activities and services within the Parks and Greenspaces section, while contributing to Divisional procurement and commissioning requirements
- 4.2. To ensure customers / clients, Councillors and stakeholders are provided with the specified standard and level of service that is expected, managing and rectifying with the contractor or staff any shortfalls in performance or where potential improvements have been identified
- 4.3. To develop and maintain effective partnership working with a range of organisations including, but not limited to; relevant Government departments and agencies, Greater London Authority, other boroughs and within Merton Council

5. Management and Leadership

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- 5.1. Fully and positively participate in the Council's performance appraisal scheme in order to develop and enhance personal and service performance
 - 5.2. To ensure the team work towards and are up-to-date with Council objectives and targets as allocated

6. Equalities

- 6.1. Implementation of the Council's diversity and equal opportunities policies and its statutory responsibility with regard to other individuals and service delivery



	Date	Name
1. Date drawn up	<i>7 June 2023</i>	<i>John Bosley, AD PSCC</i>
2. Given to Post holder		
3. Confirmed by Line Manager		
4. Evaluated		

Employee Signature:		Date:	
Manager Signature:		Date:	



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
PERSON SPECIFICATION

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Criteria	
Knowledge	
1.	Extensive knowledge and experience of leading services especially in Sport and Leisure, especially development and community sporting.
2.	Knowledge and understanding of content that services need to provide to enable them to meet the needs of a diverse community.
3.	Knowledge of recreation activities, sports provision and leisure services.
3.	Knowledge and experience of contract management including writing and reviewing specifications, ordering and supervision of work and handling general contract issues.
4.	Financial procedures including budget management and reporting.
5.	Knowledge of the regulatory environment and how this impacts on the delivery of the key services within the area.
6.	Commissioning and procurement processes in a large public sector organisation.
7.	Knowledge of and commitment to equal opportunities.
Skill	
8.	Ability to prepare strategies and budgets.
9.	Ability to lead on key projects, making decisions in priority areas utilising a flexible / agile approach to problem solving and incident management.
10.	Ability to communicate clearly and effectively with a range of audiences.
11.	Ability to support team to achieve goals and manage a demanding workload.

12.	Ability to recognise, source and analyse relevant and appropriate data and information in order to manage and improve service performance, contractor performance and customer service and insight.
13.	Commercial acumen and ability to translate corporate strategy into deliverable services.
Aptitude	
14.	Ability to deliver high quality services, events and community programmes that demonstrate value for residents.
15.	Innovative and imaginative approach to service improvements and meeting financial challenges.
16.	Creative, flexible and proactive approach to problem solving.
17.	Ability to identify and deliver commercial opportunities.
18.	A confident approach to managing demanding relationships with internal and external providers and contractors.
19.	Seeks feedback and uses all learning opportunities to increase self-awareness and create opportunities for personal development to improve performance.
Experience	
20.	Experience of delivering and developing services, both through internal service and commissioned service models.
21.	Experience in risk reduction using risk assessment, analysis and incident management.
22.	Experience of building and developing productive and collaborative working relationships with partners, suppliers and providers.
23.	Experience in managing high value contract management activities
24.	Project management of complex and high value programmes of work.
25.	Experience of working in a political environment and developing effective relationships with members.
26.	Experience of managing a diverse team effectively by a consistent approach to recruitment, training and development, performance management, capability, grievance and disciplinary issues.
Special Requirements	
27.	A commitment to Equal Opportunities and the ability to assist in the development and delivery of equalities initiatives and meet the authority's Codes of Practice.
28.	Prepared to work outside normal office hours as required in the interests of the service, including responding to emergencies.