



LONDON BOROUGH OF MERTON
ENVIRONMENT & REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: Leisure Support Services Manager

Grade: ME14

DIVISION/SECTION: Sustainable Communities
Leisure & Culture Development Team

Location: Civic Centre

Responsible to: Leisure & Culture Development Manager

Responsible for: Deputising for Leisure & Culture Development Manager
Client & Partnerships Officer
Building Support Services Officer
Contractors as required
Short-term Contracted staff
Casual / Sessional Workers
Voluntary Workers

Post number:

Date: 7th December 2016

Overview

A healthy lifestyle and a good quality of life are the aspirations that inform the work of Leisure and Culture Services. The focus for the Leisure Support Services Manager is one of improving, co-ordinating, communicating and promoting the range and scope of leisure and cultural services available for the community of Merton both within the borough boundaries and beyond. There is particular emphasis on:

- Lead on strategic plans, policies and performance including compliance with statutory requirements, producing key reports for members and chief officer approvals
- Lead on national, regional and local data sets, analysis and prioritising producing strategic reports, decisions and action plans

- Lead on partnership working for the joint commissioning of services to meet strategic objectives through culture and sports services implementing through contract standing orders and procurement compliance
- Manage the information systems, change management interventions and customer relationships for culture and sports services
- Providing the client function for managing contracts on Council owned leisure and cultural facilities as well as managing those facilities where direct delivery takes place.
- Managing a co-ordinated, high quality, efficient and effective front line service dealing directly with customers, clients and contractors managing all of the administrative functions under the control of the Greenspaces, Leisure & Culture Teams.
- Responsible for all consultation and communication, marketing and promotion of Leisure and Cultural Services, developing and delivering service improvements to meet customer needs.

MAIN PURPOSE

- To ensure that the Service delivers the relevant objectives contained in the Council's Business and Community Plans.
- To act as an ambassador and lead contact on all service support aspects of leisure and cultural services including all external assessments, personnel matters, facility and contract management, administration, co-ordination and promotion of services.
- To have an overview across the work of the Division in respect of the whole range of leisure and cultural services and to participate in and lead project teams as necessary which may constitute officers of all departments, external organisations and consultants.
- To develop strategies, business plans and work programmes which seek to achieve the successful development of leisure, culture and related events, activities and facilities.
- To co-ordinate and support external funding for leisure and culture in conjunction with colleagues and partners.
- To effectively manage, evaluate and motivate internal staff to achieve optimum performance and productivity.
- To support the work of the Leisure & Culture managers in the management and development of new projects and facilities, including preparation of contract documents, writing reports, supervision of the tendering process and evaluation of tenders.
- To ensure that annual revenue and capital budgets and externally funded projects are contained within pre-determined limits.

- To deputise for the Leisure and Culture Development Manager when so required.
- Work proactively to improve performance management including budgetary control and quarterly performance management systems thus delivering continuous improvement and enhanced service efficiency.
- Review income and expenditure, compare against benchmarks and best practice to remove inconsistencies and establish standards and procedures to ensure that council is delivering best value; for example - fees & charges; cost of utilities; etc.
- Responsible for oversight of the all leisure services contracts, leases and licences including the leisure centre and theatre contracts, working in partnership with the operators to maximise the service provision within the affordability levels, whilst meeting quality assurance standards, legislative requirements, key strategic objectives, outputs and targets thus meeting key outcomes for local people

MAIN DUTIES AND RESPONSIBILITIES

1. Responsible for the management of all staff and volunteers in the delivery of Leisure and Culture Development services, programmes and associated activities. Effectively develop and motivate a multifunctional team of staff and volunteers to ensure the services are delivered by an effective and efficient team. Provide job specific training programs and inductions to ensure continuous development of staff and volunteers.
2. To be the Council's leisure and cultural services technical expert on external inspections and the such-like; all facility and contract management; leisure and culture support services related matters; operating locally, regionally and London-wide.
3. Develop strategies, business plans and work programmes for approval by the Leisure and Culture Development Manager, which seek to achieve the successful development of the support services including facilities, consultation and communication, information technology, etc.
4. To work in partnership with external agencies and leisure and culture teams to achieve quality assured services, excellent standards of delivery, PIs and Benchmarks as determined by the industry lead bodies.
5. To take a strategic view of performance data from various sources, including national and local. Understand and evaluate it and turn it into KPIs
6. Lead on strategic commissioning and project work for cross-council services and/or partnership working arrangements. Determine the strategic need and prioritises for investment based on clear analysis and evidence arising from performance data sets. The implementation must contribute to council or national targets

7. Manage cost centre managers to develop more effective, efficient, economic and controlled management of resources including revenue and capital activities and maximising income and the use of external funding opportunities
8. Deliver business development opportunities, writing business plans, investment proposals and funding bids as appropriate to gain successful outcomes
9. Manage the team revenue and capital budget return using the new financial system, analyse budget areas with staff to ensure accurate management, prepare report for line manager sign-off
10. Deliver the implementation of the all leisure services contracts, leases and licences including the leisure centre and theatre contracts, working in partnership with the operators to maximise the service provision within the affordability levels, whilst meeting quality assurance standards, legislative requirements, key strategic objectives, outputs and targets thus meeting key outcomes for local people.
11. Manage and co-ordinate recruitment and training for the Leisure & Culture services teams, liaising with central Human Resources to ensure corporate policies are implemented.
12. To work in partnership across the council, with external partners and the wider community to develop, deliver and promote leisure and cultural services. To work within pre-determined annual budget provisions, seeking to achieve income targets and maximising external funding opportunities.
13. Meet with members of the public in forums, groups and 1:1 to carry out face to face consultation, dealing with complaints, concerns and conflicting situations. Recognise and be prepared for potential risk to injury, aggression from the public, etc. ensuring that appropriate training, risk assessments, etc have been undertaken.
14. To manage the leisure support services functions in a co-ordinated, high quality, efficient and effective manner ensuring appropriate contracts, licences, service level agreements, etc. are in place which best meet the needs of service delivery and customer requirements.
15. To ensure that all leisure and cultural facilities owned by the Council are being operated in the best interest of the Council, meeting industry approved quality assurance standards, agreed strategic objectives, targets, outcomes, etc. all within an agreed financial framework.
16. To co-ordinate the leisure and culture teams' consultation ensuring that effective research, consultation and evaluation techniques are used to assess demand and needs for existing and proposed leisure facilities and services.

17. To initiate, plan, monitor and develop annual marketing and promotional plans for the Council's leisure and culture facilities and services in conjunction with service heads and lead officers, working across the Council with corporate Press, Publicity and Communications Team.
18. Be responsible for all management information systems for the leisure and culture teams. Provide best practice by continued research; preparing and reviewing reports, budgets; making recommendations for change in service provision; propose fees & charges as appropriate; develop the use of information technology; establish appropriate benchmarking; etc. Collate and challenge benchmarking activities to ensure the principles of best value are continually met. Provide support for the leisure and culture service teams to ensure e-government standards are met.
19. Represent the Leisure and Culture Development Manager as required.
20. Carry out such other duties, as may be required which are consistent with the grade and scope of the post.

OTHER REQUIREMENTS

Health & Safety

To ensure that Corporate and Departmental Health and Safety policies and procedures are implemented at all times and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

Equal Opportunities

To be aware of the Council's Equal Opportunities Policy, to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Authority's aims regarding customer awareness are achieved.

New Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.



LONDON BOROUGH OF MERTON
ENVIRONMENT and REGENERATION DEPARTMENT
PERSON SPECIFICATION

POST TITLE: Leisure Support Services Manager
Post No:
Grade: ME14
Date: 07th December 2016

Criteria	Application	Interview	Other Test
Knowledge			
Knowledge, understanding & implementation of strategic & business planning processes from national to local levels in relation to all leisure & cultural areas.	√	√	√
Knowledge & understanding of contracting-out services, contract management & administration, client functions for effective & efficient contract management of Council owned leisure and cultural facilities as well as management of those facilities where direct delivery takes place.	√	√	√
Knowledge of the range & scope of consultation & communication, advertising, marketing & promotion of Leisure and Cultural Services to generate maximum impact for service delivery to meet customer needs.	√	√	√
Knowledge & implementation of external & internal assessment frameworks in their relation to Leisure & Cultural Services & their position in the overall Council assessment.	√	√	
Knowledge of external funding opportunities, grants, sponsorship & business arrangements to secure funding for public sector leisure & culture provision.	√	√	
Knowledge & awareness of issues relating to equal opportunities.	√	√	

Criteria	Application	Interview	Other Test
Skills & Abilities			
To produce strategies, business plans, reports, action plans & work programmes which identify & track actions, targets & timescales.	√	√	√
Deputise for the Team Manager & take cross-council/corporate stance in the delivery of services.	√	√	
Practical application and co-ordination of financial management to ensure that income and budgetary targets are achieved.	√	√	
Project & financial management co-ordination of externally funded projects across leisure & culture.	√	√	
To communicate & develop effective working relationships with a wide range of people & groups.	√	√	
Co-ordination of cross-cultural performance indicators & benchmarking to achieve industry best practice & increased public satisfaction.	√	√	
Entrepreneurial approach to service development, project management, external funding and income generation.	√	√	√
Motivate a diverse range of staff and partners to achieve performance measures, targets & high quality service delivery.	√	√	
Performance manage all staff, complete appraisals, etc. with the objective of developing people, their expertise and abilities.	√	√	
Experience/Training			
Management & overview of strategic, business action & work plan plans implementation achieving operational outcomes.	√	√	√
The innovative marketing advertising and promotion of leisure & cultural service provision.	√	√	
Managing a co-ordinated, high quality, efficient and effective front line service dealing directly with customers, clients and contractors managing all of the administrative functions.	√	√	√
Undertaking consultation and effectively implementing the outcomes.	√	√	
Experience of personnel management.	√	√	
To have experience in management & administration within the public, voluntary or commercial sectors.	√	√	
Other Requirements			
Ability to work evenings & weekends as required.	√	√	
Current driving licence & use of a vehicle for work purposes.	√		