



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Contracts & Projects Manager	Grade: P05
Section: Culture & Leisure	Directorate: Environment & Community Services
Responsible to following manager: Service Manager - Leisure Contracts	Responsible for following staff: Contract & Projects Officer x1 Contract & Projects Officer Apprentice x1
Post Number/s: TBC	Last review date: 10/09/2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.



Job Purpose

Responsible for the management and delivery of contracts, projects and services within the Leisure Division. The role will ensure the highest level of service standards, and contractual compliance including management of the revenue and capital budgets.

To support the departments Senior Leadership Team in the development and execution of the agreed strategic direction of the services.

The role will deputise for the Leisure and Contracts Service Manager in their absence.

Specific Duties and Responsibilities

1. Be responsible for the performance of the Leisure Service contracts ensuring the realisation of benefits for the community, contractual compliance and continued improvement.
2. Project management of specific projects within the service, including development, specification, consultation, delivery and financial management including applications for external funding ensuring compliance with any associated conditions
3. Manage all property and asset related issues within the service, and co-ordinate with other departments on their management as necessary.
4. To support management as required, in liaising with legal services on legal matters within the service.
5. To ensure contractors adhere fully to the requirements of Health and Safety legislation and regulations required within the contracts.
6. To ensure effective management of financial and contract policies, procedures and practices throughout the services, ensuring that Council guidelines and financial regulations are adhered to and ensure compliance with the Council's statutory obligations for associated revenue and capital budgets.
7. To proactively manage the client-side functions, maintaining close liaison with the Council's nominated service leads and contractors to ensure good contract governance including a regular programme of client and contractor meetings to review contract performance.



8. Ensure all associated records are provided and maintained and the issuing of instructions to contractor for works as required under contract, including unspecified and/or emergency works.
9. To be a contributor to the Council's approach to leisure and cultural activities including formulating, planning and the implementation of corporate strategies, ensuring both financial and operational improvements in service delivery are achieved.
10. To produce and present reports to Cabinet Members and contribute to Cabinet reports as appropriate. To attend committee meetings or similar meetings as required.
11. To deputise for the Service Manager - Leisure Contracts in their absence, as required
12. To manage Contracts & Projects Officers and ensure they fulfil their management obligations to apprentices.
13. Act as a point of contact for Council service leads, other departments, key partners, customers and contractors for all matters concerning the range of services provided by the service and represent the council when meeting with key stakeholders.
14. To manage the handling of complaints and requests for services and ensures that Freedom of Information requests / responses are provided fully and within the necessary timescales.
15. Acts upon the findings of monitoring and inspections, working in partnership with the contractors and, as relevant, other Council services to ensure the development of improved service performance for service users.
16. Ensures the accurate and timely completion of all necessary returns including any submissions to Government.
17. In conjunction with the contractors, supports the Service Manager with recommending changes to fees and charges as part of the Council's annual review of fees and charges and, as necessary, at other times.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.

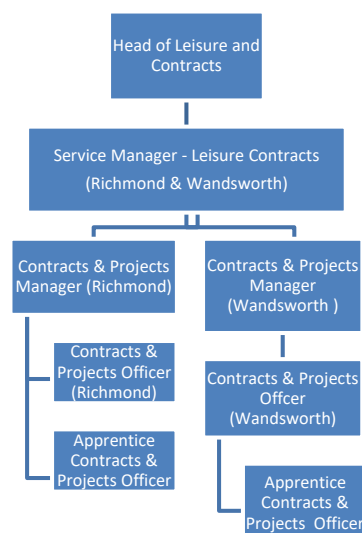


- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

N/A

Team structure





Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of the legislation, regulations, standards, procedures and techniques relevant to leisure and cultural services and to local government and of current issues facing local government.	E		A & I
Knowledge and application of public service contract management.	E		A & I



Experience	Essential	Desirable	Assessed
Experience of developing an efficient, cost-effective customer focused service.	E		A & I
Experience of providing leisure contract services.		D	A & I
Proven experience of managing large public or private sector contracts.	E		A & I
Experience of working in a political environment with direct contact with local Councillors.		D	A & I
Experience of negotiating and managing a contractor to achieve savings, introduce service improvements / revisions.		D	A & I
Experience of leading and developing and motivating staff to improve service delivery.		D	A & I
Experience of managing capital projects.	E		A & I
Skills	Essential	Desirable	Assessed
Ability to successfully deliver complex programmes.	E		A & I
Excellent oral and written skills with ability to produce and constructively present accurate and complex reports.	E		A & I
Ability to manage budgets within an established set of guidelines.	E		A & I
Ability to deal with a wide range of groups from residents to central government offices.		D	A & I
Ability to challenge existing practice and create and support innovation.		D	A & I
Qualifications	Essential	Desirable	Assessed
Relevant qualification or equivalent.		D	A / C

Commented [DB1]: This was essential, now it is desirable - justification, as I am still delivering complex programmes of work?

A – Application form / CV
 I – Interview
 T – Test
 C - Certificate