

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

Job description and person specification

## **Leisure Facilities Officer**

Service: Sports, Leisure & Culture

Directorate: Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.



**West  
Northamptonshire  
Council**

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### **Purpose and impact:**

To deliver the Council's approach to sports & leisure services, addressing the day-to-day operations and delivery of contracted leisure facilities including monitoring performance / contract compliance.

To maximize opportunities through partnership working to increase engagement, participation in sports and leisure-based activities improving the physical and mental wellbeing of residents.

### **Accountable to:**

The role is accountable to the Leisure Facilities & Contracts Manager and sits within the Sports, Leisure & Culture Services, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

### **Responsibilities:**

1. To lead the day-to-day monitoring of the Council's leisure contracts, consisting of three contracts across eight leisure facilities. Monitoring all aspects of service quality, performance and maintenance as outlined within the various contract specifications, leases and management agreements across West Northamptonshire leisure facilities.
2. To plan and lead the operational leisure contract meetings, to ensure partnership relations are maintained and the leisure centre service delivery remains on track towards achieving key performance targets.
3. To raise issues and to support the Leisure Facilities & Contracts Manager to undertake appropriate action where performance does not meet the appropriate standards as outlined within the leisure contracts.
4. To gather information on performance monitoring and service delivery of the council's leisure centre contracts. Provide monthly written reports to the Leisure Facilities & Contracts Manager, providing an audit of contract performance.
5. To lead the day-to-day monitoring of Health and Safety systems, and incident management and reporting with the contracted leisure centres. Provide monthly reports to the Leisure Facilities & Contracts Manager.
6. Provide relevant leisure sector knowledge to support the Leisure Facilities & Contracts Manager in the preparation of service specifications and contract documentation for ongoing and improved leisure centre service delivery.
7. To draft monthly, quarterly and annual performance / contract relationship reports as required by the Leisure Facilities & Contracts Manager / Senior Management. Reports are written to provide intelligence on contract performance, helping to shape service delivery and guide senior management decision making when working towards continued service improvement.

8. Deputise, when required, for the Leisure Facilities & Contracts Manager by responding to customer enquiries, complaints and concerns in a positive manner and ensure the highest standards of customer care and service delivery and the reputation of the council's facilities is enhanced.
9. To assist the Leisure Facilities & Contracts Manager by acting as the day-to-day contact for all sports clubs / community organisations across West Northamptonshire. Through expertise and knowledge provide support to sports clubs and community organisations. Helping to shape projects across a wide remit including developing grant funding bids and facility development inline with the council's strategic priorities, Playing Pitch Strategy, Sports Facility Strategy and the Sports, Leisure & Cultural Strategy.
10. To assist the Leisure Facilities & Contracts Manager by providing local data and intelligence relevant to Section 106 and/or Community Infrastructure Levy (CIL) projects within the Sport, Leisure & Culture service area.
11. To maintain positive relationships with leisure operators and sports clubs.
12. As required, to assist the Sport, Leisure & Culture service in the delivery of a wide variety of sporting and cultural events.
13. To assist in the event of a civil emergency in any way as instructed.
14. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
15. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
16. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.
17. Carry out any other duties which fall within the scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

Minimum levels of knowledge, skills experience and qualifications required for this job.

Education, training and work qualifications:	Essential	Desirable	Measured by
HND/NVQ level or foundation degree or having extensive experience of leisure centre operation	E		A, D
Full driving license	E		A, D
Evidence of continuous professional development	E		A, D
Leisure / sports / management related qualification		D	A, D
Recognised project management qualification		D	A, D

Knowledge:	Essential	Desirable	Measured by
Knowledge of Health and Safety legislation / guidance, and operational management relevant to the sport and leisure sector	E		A, I
Knowledge of national and local sport and leisure landscape, including challenges faced by leisure centre operators	E		A, I
Knowledge of relevant quality assurance systems used within the sport and leisure sector, for example QUEST	E		A, I
Technical knowledge of plant room operations		D	A
Knowledge of national and local funding streams for sports clubs and community organisations		D	A, I

Relevant experience:	Essential	Desirable	Measured by
Significant experience of working in the sport and leisure sector, with experience of leisure facility operations	E		A, I
Contract management experience within a customer service context	E		A, I
Working in partnership with sports clubs / organisations / sport's National Governing Bodies	E		A, I
Managing a diverse workload and managing competing priorities	E		A, I
Experience of report writing	E		A
Managing and delivering sports facility and sports related projects		D	A, I

<b>Skills and abilities:</b>	Essential	Desirable	Measured by
Good numeracy, IT skills (word, excel)	E		A
Negotiation and good all-round communication skills	E		I
Customer Care	E		A
Able to manage own time, prioritise and work to deadlines	E		A, I

<b>Other requirements / circumstances / aptitudes:</b>	Essential	Desirable	Measured by
Must have access to own transport and able to work occasional evenings and weekends	E		A
Diplomatic, tactful, positive outlook	E		A, I
A team player	E		A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	1 Angel Street, Northampton, NN1 1ED
Job family band:	Operations & Infrastructure	Worker type:	Part-Flexible
Salary range:	WNC Band 5: £29,060 - £30,712	Budget responsibility:	No direct budget responsibility but managing projects valued up to approximately £50,000
People management responsibility:	None		

### Working conditions & how we work:

The post is primarily office based, however, it is expected the post holder will visit a wide range of sports facilities / sites

This role has been identified as a Part-Flexible Worker; you will carry out the majority (3 days plus) of your work remotely. You will come into the office for meetings, but you will have a strong reliance on IT / virtual tools.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

