

Position Description (Employee)

Contract Manager – City Leisure Services

Division	City Services
Business Unit	City Greening and Leisure
Grade/Band	Band 6
Date position description approved	4 February 2021

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

Management and coordination of the City's leisure contracted service delivery and assets ensuring effective work systems and procedures to deliver optimum performance from Contractor(s) (including service excellence, value for money and a high return on Council's investment).

This position also assists with the development and implementation of strategies, policies, service standards and capital works projects with regard to leisure, sport and recreation facility development and management.

Key accountabilities

- Ensure contracts are effectively planned, designed, procured, managed and delivered at the highest possible quality standards, using best practice contract and asset management principles and delivered within the constraints of adopted time frames and budgets. Ensure service provider compliance with specifications through appropriate controls and effective performance management and ensure outcomes are monitored and measured.

- Deliver strong contract and asset management including contract administration and management of financials, relationships, performance, quality, risk, data, timeframes for delivery, reporting, plans, proactive and reactive service levels, renewal projects, audits and WHS.
- Develop specifications, contracts, procedures and other service delivery arrangements for aquatic and leisure operations. Engage and manage contractors, service providers and consultants in accordance with the relevant Contracts and the City's policies. Ensure quality service delivery and value for money.
- Effectively collect and analyse data using City tools and systems. Monitor issues and trends in service and asset performance, act on data to ensure operational issues are addressed quickly and identify and address gaps in data required to drive performance.
- Research and monitor industry trends, establish appropriate service benchmarks, develop strategies and initiatives and input into operations and systems to improve management and operation of the City's aquatic and leisure facilities.
- Meet the City's legislative obligations and contractual conditions in relation to delivery of parks assets and services. Provide effective risk management through proactive identification, prioritisation, treatment, monitoring and reporting of risks and compliance with legislation and guidelines.
- Provide expert technical advice in relation to aquatic and leisure centre management. Assist with facility planning and development projects with the aim to increase physical activity and participation.

Key challenges

- Liaising with stakeholders and using problem solving, technical skills and effective communication to achieve high quality service outcomes.
- Develop and manage contracts and projects to ensure the Council is delivering on its strategic objectives while balancing operational, asset management and community needs.
- Manage and strengthen relationships with service providers.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity

Key relationships

Who	Why
Internal	
City Greening and Leisure Management and sector team	<ul style="list-style-type: none"> • Receive information on progress towards business objectives and discuss future directions • Contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Legal, City Projects, Property Services, Finance, Security & Emergency Services, Procurement, Risk, Marketing and Comms	<ul style="list-style-type: none"> • Effective professional relationship • Manage expectations and resolve issues • Collaborate across teams to drive project outcomes

Who	Why
External	
Stakeholders Community and community groups, centre customers, Government agencies, schools, peak bodies, sporting groups, professional networks	<ul style="list-style-type: none"> • Engage in, consult and negotiate the development, delivery and evaluation of projects • Manage expectations and resolve issues
Contractors and Consultants	<ul style="list-style-type: none"> • Collaboratively and contribute manage procurement activities to achieve end-to-end procurement and contractual efficiencies • Communicate needs, facilitate routine business transactions and resolve issues, including contractor escalations • Negotiate and approve contracts and service agreements • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements

Key dimensions

Decision making

Decision making responsibilities of the position and more formal delegations in compliance with Council policies and within the context of General Condition of Contract and Contract Specifications. The position requires the incumbent to exercise high levels of initiative and make decisions and problem solve a range of diverse complex facility management, operational, financial and contractual matters based on knowledge of leisure, sport and recreation industry, relevant qualifications, experience and skills.

Reports to

City Leisure Services Manager

Essential Knowledge, Skills & Experience

1. Tertiary qualification in leisure/ sports and recreation or aligned field along with related competencies and experience in managing aquatic or leisure contracts.
2. Demonstrated experience in managing, developing, implementing and monitoring service specifications and contracts relating to the delivery of aquatic and leisure services.
3. Well developed problem solving, influencing, interpersonal and decision-making skills, particularly the ability to advocate, facilitate collaborative relationships and resolve conflict.
4. Demonstrated experience and a track record in managing all stages of the procurement and contract lifecycle that provide value for money, are delivered on time and to budget and achieve corporate objectives/strategies.

5. Highly developed oral and written communication skills with experience in analysing data and reports to draw out key findings, provide clear advice, present information effectively, and to interact with a broad range of senior staff, technical specialists, operational staff community members and other stakeholders.
6. Demonstrated experience in managing customer service enquiries, requests and complaints.
7. Demonstrated ability to work with minimum supervision, manage tasks and to consistently produce quality work to agreed deadlines, including the ability to effectively manage competing priorities and interests in a high-volume environment.
8. Current Class C NSW driver's license.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Adept
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Adept
	Community and Customer Focus	Intermediate
	Influence and Negotiate	Adept
Results	Deliver Quality Results	Adept
	Create and Innovate	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
Resources	Finance	Adept
	Technology and Information	Adept
	Assets and Tools	Adept
	Procurement and Contracts	Advanced

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties
Results Deliver Quality Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources Procurement and Contracts	Advanced	<ul style="list-style-type: none"> • Ensures that organisational policy on procurement and contract management is implemented

		<ul style="list-style-type: none">• Applies knowledge of procurement and contract management risks to decisions• Ensures others understand their obligations to manage and mitigate risks in procurement• Implements effective governance arrangements to monitor provider, supplier and contractor performance• Represents the organisation in resolving disputes with suppliers and contractors
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