

Position Description (People Managers)

Leisure Contracts - Relationship & Performance Manager

Division	City Services
Business Unit	City Greening and Leisure
Management Level	Team Leader
Grade/Band	Band 7
Date position description approved	29 April 2022

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030-2050 – 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

Overseeing a team of contract managers, this role will ensure effective management, administration and governance of contracted leisure service management providers to deliver high quality leisure services to the community. This role provides effective leadership to ensure procurement, contracts, operations and assets are managed efficiently, meet strategic and sustainability objectives, governance requirements, customer expectations and industry best practice approaches.

Key accountabilities

- Develop, implement and manage the contract and procurement services for large and complex contracts. Provide procurement leadership across the team, including supply market management and development, provide input into strategic planning, specification development and contract execution, as well as performance and risk management, to meet business needs.
- Ensure that contracts are effectively planned, procured, managed and monitored at the highest possible quality standards using coherent, transparent and accountable

administrative systems and best practice management principles within the constraints of adopted time frames, budgets.

- Ensure that contracts are managed in accordance with Council's policies and procedures, Conditions of Contract and Specifications, contract management plans and ensure that all documentation complies with legislative and contractual requirements.
- Ensure service provider/s compliance with Specifications and Conditions of Contract through appropriate controls and effective performance management to manage non-compliance of key performance indicators and performance targets.
- Develop and maintain robust and systematic procedures to accurately collect, analyse/process, use and present large amounts of data to regularly report key performance management information to help shape and influence annual operational business planning to achieve continuous improvement in service delivery and to drive up service provider performance.
- Manage contract-related issue resolution, both internally and externally to find solutions to operational and strategic problems.
- Monitor and complete contract close-out, extension or renewal, as appropriate.
- Deliver strong asset management including, asset management planning, development of budget submissions, contract administration and management of financials, relationships, performance, quality, risk, data, programs, timeframes, reporting, proactive and reactive service levels, renewal projects, audits and WHS.
- Prepare written material, progress reports, briefs and correspondence for stakeholders including external entities and senior management.
- Manage the creation and execution of annual operational contract budget/s, including monthly budget reviews and forecasting and reporting to ensure value for money outcomes are delivered.
- Ensure service provider/s maintain all relevant documentation and record keeping and ensure that this is regularly reviewed.
- Identify, develop and implement business improvements, procedures, work systems, quality controls, team goals and priorities to streamline activities, improve business efficiencies and increase customer and stakeholder satisfaction.
- Provide technical advice in relation to leisure centre development and services management.
- Provide high quality leadership and management to staff in accordance with the organisation's policies and procedures for team leaders under the management and capability framework.
- Apply governance and risk management protocols to contracts to ensure best practice

Key challenges

- Drive behavioural change and/or develop procurement and contract management process improvements for contracts that operate in commercial and highly regulated environments.
- Identifying and managing commercial, contractual, operational, asset, financial, reputational, ethical and supply chain risks while strengthening relationships with service providers.
- 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.

Key relationships

Who	Why
Internal	
City Greening and Leisure Management team	<ul style="list-style-type: none"> • Receive information on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making and business planning. • Identify emerging issues/risks and their implications and propose solutions.
Contract Team	<ul style="list-style-type: none"> • Guide, support and mentor team members. • Work with team members in a cohesive and collaborative manner to deliver and achieve the Section, Unit and Division 2030-2050 objectives and beyond. • Lead discussions and decisions regarding key contract management projects, procurement activities and deliverables.
Procurement/ Contract Performance/ Finance Teams	<ul style="list-style-type: none"> • Work with the teams to ensure all activities regarding complex/strategic contract provision are followed and conducted ethically in accordance with the City's Code of Conduct, contract management and procurement policies. • Lead discussions and decisions regarding leisure contracts
Stakeholders (Legal, City Projects, Property Services, Finance, Security & Emergency Services, Procurement, Risk, Marketing and Comms etc)	<ul style="list-style-type: none"> • Provide expert advice and collaborate on a range of project, contract and asset related issues and strategies. • Optimise engagement and consultation to achieve defined outcomes. • Manage expectations and resolve issues. • Collaborate across teams to drive sustainability outcomes.
External	
Stakeholders Community and community groups, centre customers, Government agencies, schools, peak bodies	<ul style="list-style-type: none"> • Engage in, consult and negotiate the development, delivery and evaluation of projects • Manage expectations and resolve issues
Service Providers and Consultants	<ul style="list-style-type: none"> • Manage procurement activities to achieve end-to-end procurement and contractual efficiencies • Communicate needs, facilitate routine business transactions and resolve issues, including supplier escalations • Engage in, consult and negotiate the development, delivery and evaluation of contracts and projects. • Ensure audit and compliance controls are implemented, managed and reported on regularly.

Key dimensions

Decision making

Be 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.

Responsible for management of services and assets under contractual, asset management and procurement policies and guidelines and legislative requirements.

The nature of work is specialised with methods, procedures and processes developed from theory and/or precedent and will involve improving and/or developing these methods and techniques based on previous experience.

Responsible for economic considerations within financial and human resource parameters taking into account legislative requirements as well as risk and reputation to the City.

Reports to

City Leisure Services Manager

Direct reports

Two contract managers

Estimated number of indirect reports

NIL

Essential Knowledge, Skills & Experience

Tertiary qualifications in leisure service management or a related discipline.

Demonstrated experience in contract management or procurement within the leisure industry. In particular, external party performance management and/or contract management, including but not limited to guarantee lump sum (cost to/net gain), fee for service etc.

Demonstrated knowledge of and experience with financial management procedures including strong business acumen and commercial orientation.

Demonstrated problem-solving, time management and decision-making skills.

Demonstrated experience in the management of coherent, transparent and accountable administrative systems for contract management and projects.

Demonstrated experience in interpreting, analysing and processing large data sources to draw out key findings to drive service provider performance

Demonstrated ability in leading a specialised team to meet organisational and business goals and priorities.

Demonstrated experience in managing customer service enquiries, requests and complaints.

Must hold a current NSW driving licence.

Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform 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.

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. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Team Leader/ Supervisor
	Cultivates Productive Relationships	Team Leader/ Supervisor
	Drives Results	Team Leader/ Supervisor
	Develops People and Culture	Team Leader/ Supervisor
	Operates Strategically	Team Leader/ Supervisor
Management	Technology and Information Management	Team Leader/ Supervisor
	Finance and Resource Management	Team Leader/ Supervisor
	Asset Management	Team Leader/ Supervisor
	Risk Management, Safety and Compliance	Team Leader/ Supervisor
	Procurement and Contract Management	Team Leader/ Supervisor
	Project Management	Team Leader/ Supervisor
	Change Management	Team Leader/ Supervisor
	People Management	Team Leader/ Supervisor