

ROYAL BOROUGH OF GREENWICH
JOB DESCRIPTION

JOB TITLE: Sport, Leisure and Libraries Manager
DIRECTORATE: Communities, Environment and Central (CEC)
SECTION: Environment and Leisure
GRADE: PO5
REPORTING TO: Head of Sport, Leisure and Libraries
Reports : Up to 3 members of staff within the Team

PURPOSE OF JOB

To be responsible for:

- Providing an efficient, effective and customer focused client service and ensuring that providers are fulfilling their statutory and other contractual duties - these services include, but are not limited to, Sport, Leisure, Libraries, under the GLL Management Contract.
- Provide the rationale for modernising services where necessary and formulating innovative solutions to re-design services to improve outcomes for residents, whilst delivering savings and efficiencies to the Directorate of CEC.
- Contribute to the review process of services and the necessary adapted changes to ensure that they contribute to the delivery of the Council's Corporate priorities, Departmental Service Level Objectives and the Greenwich Get Active - Physical Activity and Sport Strategy / Action Plan (being refreshed in 2026)
- Contribute to the delivery of key projects within the CEC Directorate and ensure all necessary processes and contractual agreements are monitored and performance managed.

MAIN DUTIES

1. Contribute to the effective client and contract management controls of the Sport, Leisure, Libraries and Adventure Play for the delivery of services to the Royal Borough of Greenwich totalling more than £5m per annum.
2. To review, implement and manage robust and effective monitoring and reporting processes, including site visits, and other programmes/activities to measure the customer experience with the objective of improving services.
3. To work with the Head of Service to conduct contract variations and / or to suggest changes to the contract, which enhance the outcomes for the Royal Borough of Greenwich.
4. Lead in the setting of contract, service improvements and performance targets; primarily for the management of the Leisure, and Libraries services.

5. Lead on conducting reviews of performance at set intervals and proposing new methods of delivery to enhance performance.
6. To ensure that service contracts, programmes, and other formal agreements are let using the Council's procurement procedures when specified, robustly monitored and controlled with outputs measured in an appropriate, auditable, effective and efficient manner in order to provide maximum value for the Council and residents in Royal Greenwich.
7. To apply knowledge and understanding of all relevant legislation, regulations, and opportunities pertaining to Sport, Leisure and Libraries.
8. Work with providers to develop and implement service plans, service level agreements, e.g. facilities we own, or via leased sites with external partners.
9. Work with providers to develop best practice through liaison with relevant stakeholders, and to develop the service through intervention where there are potential efficiencies, and/ or potential enhancements to existing methods/resources.
10. Strategically contribute to the development of the programmes, policies, and strategies – most specifically to Greenwich Get Active (GGA) relating to Sport, Leisure, Libraries, Physical Activity and Health and Wellbeing relating to internal and external stakeholders and partners. Ensuring shared objectives, maximisation of resources, robust deliverable, and measured outputs
11. Understand, analyse, review, and contribute to the development and delivery of RBG and external partner's strategies and action plans in relation to sport, physical activity and wellbeing, including but not limited to the following:
 - RBG Corporate Plan – Our Greenwich objectives
 - GGA - Physical Activity and Sport Strategy and Action Plan
 - Voluntary & Community Sector Strategy Action Plan
 - Parks and Open Spaces Strategy and Action Plan
 - Indoor Sports Facility Strategy Action Plan
 - Playing Pitch Strategy and Action Plan
 - A new Libraries Strategy and Action Plan
 - Health and Wellbeing Strategy and Action Plan
12. Work with internal and external partners in the delivery of high-quality capital projects, in relation to Sport, Leisure, Libraries, which contribute to strategic outcomes for the Royal Borough of Greenwich. Contribute to the new capital projects through Section 106 resources and Community Investment Levy.
13. Working with internal and external partners resolve any issues effectively and efficiently, maintaining communication between parties and to successfully broker solutions acceptable to all parties consistent with the needs of the service and its customers.
14. Develop and implement risk management strategies for key projects within the business area, ensure the maintenance of relevant risk registers.

15. Assist in the production of reports and briefings to Members and senior management when required offering guidance and advice in the development and review of policy relating to the Directorate of CEC.
16. Effectively managing the process of dealing with service complaints and responding to FOI and other similar requests, by thoroughly investigating and ensuring that all responses are formulated to a high standard; meet the needs of all parties; adhere to statutory requirements; and achieve the best possible outcomes for the Royal Borough of Greenwich.
17. Assist with the management of the effective utilisation and control of the section's financial, personnel, and administrative resources.
18. Represent the council at a range meetings and events with members of the public, internal and external partners, and stakeholders, acting as an ambassador for the service, ensuring that the Royal Borough's policies, priorities, principles, and standards are communicated effectively.
19. To carry out all duties with due regard to the provisions of health and safety regulations and legislation, GDPR legislation and the Council's equal opportunities and customer care policies, and other relevant legislation or local agreement.
20. To deputise for the Head of Sport, Leisure and Libraries Services when required.
21. To undertake any other work appropriate to the level and general nature of the duties of the post.
22. Maintain a positive and flexible approach, be on call as agreed with the line manager and work outside of normal office hours as necessary to meet the needs of the service and / or service providers.

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