

JOB DESCRIPTION & PERSON SPECIFICATION

Contracts and Quality Manager

Full time | 40 hours per week | £33,000 - £38,000 | Permanent

The role at a glance

Job title	Contracts and Quality Manager
Reports to	Operations Director
Works closely with	Senior Management Team, Designated Safeguarding Lead, Programme Leads, Head Coaches and the bid/tender team
Hours	40 hours per week, full time. Some flexibility needed around contract monitoring meetings and reporting deadlines
Contract type	Permanent
Salary	£33,000 - £38,000 per annum, depending on experience
Location	Home based (remote), UK-wide. Regular travel to commissioner meetings, delivery sites and quality visits
Probation	Six months
Holiday	25 days plus public holidays, rising to 30 with service, plus your birthday off
How to apply	CV and one-page cover letter to joanne@sportworksltd.co.uk
Closing date	Friday 30 October 2026
Safer recruitment	Enhanced DBS check, two satisfactory references and safeguarding training required before start

About SportWorks

SportWorks is a national inclusive activity provider delivering commissioned programmes across the UK. Our work includes Short Breaks contracts for local authorities, Holiday Activities and Food (HAF) programmes, Education and Skills provision, and community sports delivery.

Everything we do is built around safe, high-quality and inclusive activity for children, young people and adults, particularly those with SEND and additional needs. Commissioners trust us to deliver what we promise, and families trust us with the people who matter most to them. This role exists to protect and grow that trust.

Why this role, and why now

We are growing, and the number and complexity of the contracts we hold has grown with us. This new full-time role brings contract compliance and quality together in one post, because we believe compliance and

quality belong together: hitting the numbers matters, and so does the experience each participant has in every session.

As Contracts and Quality Manager you will be the named lead for contract performance, monitoring returns, commissioner reporting and service quality across all SportWorks provision nationally. You will build the systems that let us prove, not just claim, that every contract is delivered to the standard commissioners expect, and to the standard we expect of ourselves.

This is a role with real influence. You will report directly to the Operations Director, present to the Senior Management Team every month, and be empowered to hold delivery to account.

Key responsibilities

1. Contract management and compliance

- **Contract register:** Build and maintain a live compliance position across every contract, tracking deliverables, KPIs, contractual obligations, reporting deadlines, variations and renewal dates.
- **Sessions against contract:** Reconcile planned, delivered and cancelled sessions against contracted activity, spotting variances early and driving corrective action with delivery leads.
- **Bookings against contract:** Monitor booking volumes and participant uptake against contracted numbers, and work with delivery teams and commissioners to address under or over-performance.
- **Risk and early warning:** Keep a RAG-rated risk view of every contract. Escalate contracts at risk to the Operations Director with clear analysis and recommended actions.
- **Contract documentation:** Keep accurate, version-controlled records of contracts, service specifications, SLAs, variations and correspondence.
- **Contractual review:** Review new contracts, variations and grant agreements before signature, flagging obligations, KPIs, penalties and risks for the Operations Director to approve.

2. Quality assurance and continuous improvement

- **Quality framework:** Design, launch and own a SportWorks Quality Framework that sets clear, measurable standards for every type of session we deliver.
- **Quality visits and audits:** Run a rolling programme of announced and unannounced session observations, site visits and file audits, with written findings and agreed action plans.
- **Action tracking:** Track quality actions through to completion and check that improvements stick.
- **Feedback and complaints:** Oversee the complaints process and the collection of participant, parent/carers and stakeholder feedback. Analyse themes and turn them into practical changes.
- **Incident trends:** Review accident, incident and near-miss data for patterns, and work with the Operations Director and DSL on prevention.
- **Accreditations:** Lead SportWorks' work towards relevant quality standards and accreditations, and keep us inspection-ready where provision is regulated.
- **Staff briefings:** Brief and support Programme Leads and Head Coaches so they understand contract and quality expectations and can meet them.

3. Safeguarding, policy and regulatory compliance

- **Safer recruitment assurance:** Working with the DSL and HR, audit staff files to confirm that DBS checks, references, right-to-work and safeguarding training are in place and in date. Flag any gaps immediately; never assume compliance.
- **Policy management:** Own the policy library and review schedule (including safeguarding, health and safety, SEND, data protection and complaints), making sure policies match what commissioners require and what happens on the ground.

- **Commissioner requirements:** Make sure insurances, risk assessments, staff ratios, qualifications and other contractual compliance items are in place and evidenced for each contract.
- **Data protection:** Make sure participant and family data, including medical, dietary and SEND information, is collected, stored and shared in line with UK GDPR and contract terms.

Note: the Designated Safeguarding Lead keeps responsibility for safeguarding decisions and case management. This role provides assurance and evidence, and escalates concerns.

4. Data, monitoring and reporting

- **Monitoring returns:** Own the end-to-end production of monitoring returns for all commissioners, making sure data is accurate, consistent and submitted on time.
- **Performance reporting:** Produce a monthly Contracts and Quality report and dashboard for the Senior Management Team, highlighting risk, trends and opportunities.
- **Data integrity:** Set and enforce data standards across booking systems, attendance records and CRM entries; reconcile data sets and fix discrepancies at source.
- **Outcome evidence:** Pull together quantitative data, case studies and parent/carers voice into clear evidence of the difference our programmes make.

5. Tenders, renewals and growth

- **Renewal evidence:** Prepare the performance and quality evidence base for contract renewals, extensions and re-tenders.
- **Bid support:** Write or contribute the quality, compliance, safeguarding and social value sections of tenders and funding bids.
- **Mobilisation:** Support the mobilisation of new contracts so that reporting, KPIs and quality checks are in place from day one.

6. Relationships and leadership

- **Commissioners:** Act as a key contact for commissioner queries on data, performance, quality and compliance. Attend contract monitoring meetings and represent SportWorks credibly.
- **Internal partnership:** Work closely with the Operations Director, DSL, Programme Leads and Head Coaches, building a culture where quality is everyone's job.
- **SMT:** Present regularly to the Senior Management Team with clear, decisive recommendations.
- **Other duties:** Carry out other reasonable duties in line with the purpose and grade of the role.

What success looks like

We will agree objectives with you when you start. As a guide, here is what we would expect in your first year.

Timeframe	What good looks like
First 3 months	A single, live contract register covering every contract, its KPIs, reporting dates and renewal points. All monitoring returns submitted on time. You know every commissioner contact by name and every contract's current risk rating.
By 6 months	A SportWorks Quality Framework in place, with a rolling programme of session quality visits and audits. Monthly Contracts and Quality report embedded at SMT. Data discrepancies between booking, attendance and CRM records resolved at source.

Timeframe	What good looks like
By 12 months	Every contract has a clear evidence pack ready for renewal or re-tender. Measurable improvement in quality audit scores and on-time return rates. Lessons from complaints, incidents and feedback are visibly driving changes in delivery.

Person specification

You will be assessed against the criteria below. Please give examples in your application that show how you meet the essential criteria. Desirable criteria will strengthen your application; we do not expect anyone to meet all of them.

Experience and knowledge

Essential	Desirable
Proven experience managing contract compliance and performance for commissioned services (for example local authority, NHS, education or grant-funded contracts).	Experience within Short Breaks, SEND, HAF, or equivalent commissioned programmes for children and young people.
Experience designing or running a quality assurance process, such as audits, observations, self-assessment or service reviews.	Experience working to, or achieving, a recognised quality standard or accreditation (for example ISO 9001, a sector quality mark, or Ofsted-registered provision).
Strong working knowledge of monitoring returns, KPIs and outcome reporting in a commissioned environment.	Familiarity with VCSE sector delivery and commissioner expectations.
Experience producing, interpreting and presenting data to senior leaders and external commissioners.	Experience writing or contributing to tenders, bids or contract renewals, including quality and social value responses.
Experience managing multiple concurrent contracts and spotting performance or quality risks early.	Experience using booking platforms, CRM or case management systems.
Understanding of safeguarding responsibilities in services for children, young people or adults with additional needs.	Experience of handling complaints and turning findings into service improvement.

Skills and abilities

Essential	Desirable
Excellent attention to detail, with the ability to reconcile complex data sets and spot variances quickly.	Advanced spreadsheet skills; confidence with dashboards and data tools (for example Excel, Power BI or similar).
Clear, accurate written communication, producing returns, reports and policies that commissioners and staff can act on.	Experience producing case studies, parent/carers quotes and qualitative evidence for commissioners.
Able to work independently, prioritise across many contracts and hit competing deadlines.	Experience operating across multiple regions or contract areas.

Essential	Desirable
Confident, credible manner when representing SportWorks to commissioners and partners.	Experience deputising for senior managers in external meetings.
Able to hold colleagues to account constructively, with a coaching rather than policing approach to quality.	Experience delivering training or briefings to frontline staff.
Good judgement about when to escalate, and the confidence to do it.	

Qualifications and other requirements

Essential	Desirable
Right to work in the UK.	Qualification in contract management, quality management, project management or a related field (for example CIPS, PRINCE2, ISO 9001 internal auditor).
Willing to undergo an Enhanced DBS check and provide two satisfactory references.	Safeguarding training at Level 2 or above (training will be provided if needed).
Willing to travel nationally for commissioner meetings and quality visits.	Full UK driving licence and access to a vehicle.
Commitment to SportWorks' values of inclusion, safeguarding and a high-quality participant experience.	Lived or professional experience of working with people with SEND or additional needs.

What we offer

- **Salary:** £33,000 - £38,000 per annum depending on skills and experience, paid monthly.
- **Holiday:** 25 days annual leave plus public holidays.
- **Long service rewards:** One extra day's holiday for each year of service after two years, up to 30 days, and employer pension contributions increased by 2% above the legal minimum after five years' service.
- **Birthday day off:** An extra day's paid leave to enjoy your birthday.
- **Pension:** Workplace pension with employer contributions.
- **Work from home:** Work remotely from anywhere in the UK, with travel expenses reimbursed in line with company policy.
- **Funded training:** Company-funded training and qualifications relevant to the role, plus direct exposure to the Senior Management Team.
- **Family-friendly leave:** Maternity, adoption, paternity, shared parental, parental bereavement and compassionate leave, plus time off for dependants.
- **Work that changes lives:** Work that directly shapes the experience of thousands of children, young people and families, many with SEND and additional needs.

Main terms of employment

The table below summarises the main terms that will apply to this post, based on SportWorks' standard contract of employment. It is provided for information only. The binding terms will be those set out in the written contract issued with any offer of employment.

Contract type	Permanent, full time.
Hours	40 hours per week. Days and times agreed with your line manager, with some flexibility needed for meetings and reporting deadlines.
Place of work	Home based, working remotely across the United Kingdom, with travel to other sites across the UK as required.
Salary and pay	£33,000 - £38,000 per annum depending on experience. Paid in 12 equal monthly instalments, in arrears, on the last day of each month by bank transfer.
Probation	Six months, with reviews during and at the end. May be extended by up to three months. Notice during probation is one week.
Annual leave	25 days plus public holidays. After two years' service, one extra day per year of service, up to five extra days. Holiday year runs 1 January to 31 December. Leave may be directed for an office closure over Christmas and New Year.
Birthday leave	One additional day of paid leave for your birthday.
Pension	Auto-enrolment workplace pension. Currently 3% employer and 5% employee contributions. Employer contribution increases by 2% above the legal minimum from the January after your fifth anniversary.
Sick pay	Statutory Sick Pay (SSP), subject to eligibility.
Other leave	All statutory entitlements, including maternity, adoption, paternity and shared parental leave and pay, parental leave, parental bereavement leave, time off for dependants, compassionate leave, jury service and public duties.
Notice period	One month from either side after probation. Notice from SportWorks increases by one week per year of continuous service after four years, up to 12 weeks.
Training	Training may be funded by SportWorks. Funded courses are subject to a training agreement, which may require repayment of costs if you leave within two years of completion.
Other employment	Second jobs require the prior consent of SportWorks.
Confidentiality and restrictions	Standard confidentiality obligations apply, together with 12-month post-employment restrictions on dealing with SportWorks customers and suppliers and on soliciting staff.

Our commitment to safeguarding and inclusion

SportWorks is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff to share this commitment. This post is subject to safer recruitment checks, including an Enhanced DBS check, two satisfactory references (one from your most recent employer), right-

to-work checks and completion of safeguarding training. Any offer of employment will be conditional on these checks being completed to SportWorks' satisfaction.

We welcome applications from everyone, and particularly encourage applicants with lived experience of disability, SEND or additional needs. If you need any adjustments during the recruitment process, please let us know.

How to apply

Email your application to joanne@sportworksltd.co.uk

- 1 Your CV** showing your experience of contract management, compliance and quality.
- 2 A one-page cover letter** telling us why you would make a success of this role. Show us what you would focus on first and the difference you would make.
- 3 Send both to** joanne@sportworksltd.co.uk with the subject line "Contracts and Quality Manager application".

Closing date: Friday 30 October 2026

More information: www.sportworksltd.co.uk

Applications without a cover letter will not be considered. We may close the vacancy early if we receive a high volume of applications, so please apply early.