

Dear Applicant

**BAR AND CATERING MANAGER (CIVIC HALL, ADJACENT TO BLACKSHOTS LEISURE CENTRE, THURROCK, ESSEX)**

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Thank you for expressing an interest in the above vacancy.

Please find attached a Job Profile, Person Specification and Qualification Information sheet for the role. **You are advised to read our [Important Applicant Guidance](#) resources prior to completing your application form.** These resources are designed to support you in submitting a successful application form and to ensure you provide us with the information we need to assess your suitability for the role. Remember, your completed application is the only information we have about you and is what we will base the first stage of our selection procedure upon, so please complete all sections with a well-planned and positive approach. You may (if you wish) submit your CV to supplement your completed application.

**SUPPORTING INFORMATION SECTION – VERY IMPORTANT**

In this section of your application, you should **ONLY** address the criteria assessed at Application Stage (A) on the Person Specification, some of which are of high importance. Please provide clear **information, examples and evidence** to demonstrate these criteria. **Shortlisting will depend on how well you demonstrate your ability to meet the criteria assessed at Application Stage (A).** If you do not complete this section fully and/or only submit your CV, your application may not be successful at shortlisting.

Due to the requirements of the new Right to Work checks, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from the **"Right to Work Checklist"** from either List A or List B Group 1 & 2, to demonstrate legal entitlement to work in the United Kingdom.

Please submit your completed application form as soon as possible, but in any event no later than **SUNDAY, 7<sup>TH</sup> APRIL 2024**. **Please note**, that vacancies may be closed earlier than the published closing date if we get a high volume of applications. We therefore advise that you complete your application at your earliest opportunity to avoid disappointment.

If you are shortlisted for an interview, you will be contacted after the closing date. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

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Wishing you every success in your application, and thank you for the interest you have shown in our Company.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lorna Mapson", with a horizontal line underneath.

Lorna Mapson  
Human Resources Manager  
recruitment@impulseleisure.co.uk  
**Impulse Leisure** – Head Office



# JOB PROFILE

<b>JOB TITLE:</b>	Bar and Catering Manager
<b>LOCATIONS:</b>	Civic Hall (Thurrock, Essex)
<b>HOURS:</b>	37 hours per week Working patterns variable and determined according to the operational needs of the business but will include early mornings, late nights/early mornings due to functions/events (including early hours in the morning), weekends and bank/public holiday working patterns
<b>SALARY:</b>	From £22,603.70 – £24,244.44 per annum (pay award pending), subject to qualifications/relevant experience. Must be 18 years of age due to licensing laws. <i>(Requirement to obtain Health &amp; Safety Management, First Aid at Work, Personal Licence and (AED) Automated External Defibrillator Certificate/s within 6 months of employment. Full training will be provided for successful candidate who does not already hold these qualifications – subject to training agreement/s).</i>
<b>RESPONSIBLE TO:</b>	Events Manager
<b>RESPONSIBLE FOR:</b>	All bar and catering employees under his/her supervision and members of the public attending the Civic Hall, Bar & Café.
<b>LIAISON WITH:</b>	Members of staff, external agencies, customers and the general public.
<b>PURPOSE OF JOB:</b>	<ol style="list-style-type: none"><li>1. To ensure the effective and efficient running of the Civic Hall, its events and to deal with situations as they arise on a day-to-day basis in line with company policies.</li><li>2. In liaison with the Events Manager co-ordinate and implement works programmes and supervise the operation of the bar and catering facilities to ensure the smooth operation of all activities.</li><li>3. To assist the Events Manager to monitor and control the financial aspects of the bar and catering facilities to optimise profit from all areas through operational effectiveness and efficiency.</li><li>4. Control staff resourcing requirements including the provision, supervision and development of the bar and catering team members.</li><li>5. Ensure appropriate levels of stock are maintained and controlled in accordance with the business needs.</li><li>6. To ensure all policies and procedures are developed and implemented to comply with the Food Hygiene Regulations 2006 (as Amended), Food Safety Act 1990 and the Health &amp; Safety at Work Act 1974.</li><li>7. To hold a Personal License at all times, in accordance with current local authority Regulations/Licensing Act/s.</li><li>8. Where necessary, to support and provide cover for all areas of operation to ensure service continuity.</li><li>9. In liaison with the Events Manager develop a programme of events and functions to ensure budget lines are met.</li></ol>

## **KEY CORPORATE RESPONSIBILITIES**

1. To fully comply with and ensure all employees under his/her supervision comply with all legislation including the Management of Health & Safety at Work Regulations 1999, Impulse Leisure's Health and Safety Policy and all locally agreed safe methods of work, in accordance with the individual centres' normal and emergency action plans etc.
2. To maintain awareness of policies and practices within Impulse Leisure, and be aware of safeguarding matters regarding children, young people and vulnerable groups. We expect all our employees to report any concerns or allegations in accordance with our corporate policy and reporting procedures.
3. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
4. To wear with pride the correct staff uniform, with a name badge at all times, in order to set a good example to all staff and to present a professional image to the public.
5. To comply with and ensure all employees under his/her supervision comply with Impulse Leisure's Customer Care Policy.
6. To actively promote and ensure all employees under his/her supervision actively promote Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
7. To undertake additional training/qualifications, as and when required, in order to comply with current and future company initiatives and/or governing body guidance and best practice i.e. CIMSPA.
8. To speak positively and enthusiastically about the company and its services to ensure that a professional company and brand image is provided at all times to customers and colleagues.
9. Adhere to company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
10. At the discretion of the Events Manager/ Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
11. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
12. If necessary, also to work at any of Impulse Leisure's centres consistent with the nature of the post.

## **KEY ROLE SPECIFIC RESPONSIBILITIES**

### Customer Care

1. To ensure all customer comments / issues are dealt with appropriate care and attention and in line with the Customer Care Charter/Policy.
2. Provide excellent customer service throughout the event planning and delivery process.
3. To deliver the orders to customers professionally in a timely fashion, with due care and attention.

### Health & Safety

1. To ensure all staff under day to day supervision of the post holder work within the guidelines set by the site risk assessments and working instructions so all tasks on site are completed safely and in line with Company Policy.
2. To be conversant with and ensure full compliance with all current legislation and guidelines including the Corporate Health & Safety Policy/Manual. Additionally, review the Bar Normal Operating and Emergency Action Procedures (NOP & EAP) quarterly with the Event Manager's guidance.
3. To assist the Event Manager in the regular reviews and update of the site Health and Safety Manual to ensure all company policies and risk assessments are in line with current legislation.

Human Resources

1. To provide mentoring, support and guidance to all staff to encourage and inspire them to achieve their potential. However, should things not go right, ensure accurate corrective methods are used such as file notes and informal discussions in line with company policy.
2. To ensure that all staff under the post holders supervision understand and work to company policies and procedures, standards and expectations.
3. To monitor, supervise and cover staff annual leave and sickness in line with Impulse Leisure policies and procedures.
4. In liaison with the Events Manager to plan, co-ordinate and supervise staff to include planning of shift rotas, taking into consideration sickness, annual leave cover and any programmed events or functions.
5. To assist in the delivery of the corporate appraisal (DART) scheme, identifying the training and development needs of all staff under the post holders control in accordance with the direction of the Events Manager.

Operational

1. To act as on site Manager for events, being responsible for the smooth running and operation of all areas within the venue including technical, operations, front of house and bar, and to supervise all staff whilst on duty.
2. To ensure the effective creation and implementation of all operational day to day control/monitoring procedures relating to bar and food stocks, food handling, cleaning, cash handling and equipment use and maintenance.
3. To create menus and tariffs that are appropriate to the clientele, whilst ensuring desired GP% is achieved.
4. To ensure that the bar and café and associated equipment is kept to a high standard of hygiene and cleanliness and is maintained at all times applying the appropriate levels of urgency to the given tasks.
5. To maintain stock levels, controlling effective stock rotation systems and ensure minimum level order systems are in place.
6. Organise and implement promotions for the service e.g. secondary selling and up-selling of products.
7. To ensure that all areas of the building, including equipment, are available for customers use as dictated by the facilities programme, including the rigging and de-rigging of the facility and ensure that the highest possible standards of cleanliness are maintained at all times.
8. To assist the Events Manager with event planning and to manage each event whilst on duty.
9. To assist the Events Manager to proactively research and approach external outreach opportunities as a means of finding new business.
10. To deal with all venue enquiries and bookings whilst on duty and complete the sales process and be able to undertake a sales tour with potential new members/customers and complete the event sale to exceed income targets.
11. To undertake the locking, unlocking and security of the premises and to participate in an out-of-hours and call-out rota for alarm activations etc.
12. To undertake the required Daily Facility Checks and site inspections to ensure the site is safe and fit for use by staff and customers, ensuring proactive remedial works are taken with appropriate levels of urgency to repair any damage to the building or equipment.

Finance

1. Assist the Events Manager manage the invoice and payment process for clients of the venue.
2. To accurately reconcile the tills whilst maintaining accurate readings and records on the banking sheets and bank books.
3. To be responsible for the accurately reconciling the tills in accordance with all financial procedures.
4. To assist staff under the post holders control in actively seeking to find the solution to any variances in the banking at the end of shift. Any unexplainable variances need to be discussed with the Events Manager at the earliest opportunity.
5. Using the Management Accounting system, keep within the agreed budgetary constraints that are under the post holders' control.

Staff Supervision

1. To supervise and develop all Civic Hall staff, including performance monitoring & compliance with Company procedures.
2. To ensure all Civic Hall staff follow their allocation of rotations, cleaning schedules and code of conduct, and adhere as far as reasonably practicable within the post holder control, to the relevant legislation, in particular legislation relating to health, safety and hygiene within the bar areas.
3. To undertake the bar training of staff as required ensuring staff under supervision of the post holder are fully aware of the standards expected of them.

#### Training

1. To maintain, or obtain within 6-months of employment, a HSE approved First Aid at Work qualification, a National Certificate for Personal Licence Holders (and valid Personal Licence) which will include a satisfactory standard Disclosure and Barring Service (DBS) Certificate, a CIMSPA Health and Safety Management Certificate, and a RLSS AED/Defibrillator Certificate as directed by the organisation, and to re-qualify in line with best practice and/or governing body guidance.

#### Quality Management

1. To assist the site's Management team in the management and review of the Quality Management System, food standards guidelines and benchmarking information.
2. To use time management skills to ensure all tasks are completed accurately, as per instruction and to the relevant deadlines.
3. To maintain all necessary records and reports and ensure deadlines are met.
4. To monitor, operate and review daily, weekly, monthly and annual work programmes.
5. To assist in the creation and implementation of the programme of work as determined by the Corporate and Annual Plans.

#### Other

1. To assist in the promotion of facilities and services offered at the venue.

The post holder **will** be required to work at any of the Company's facilities (Blackshots, Belhus Park or Corringham Leisure Centres) as required, and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

**Note:** *This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc..*

**In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the Data Protection Act 1998; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.**



# PERSON SPECIFICATION

**JOB TITLE:** Bar and Catering Manager

**INFORMATION FOR APPLICANTS:**

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**

Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

**Key:** A – Application; C – Certificates; I – Interview; PA – Practical Assessment  
**\*Weighting Scale:** 3 – High Importance 2 – Medium Importance 1 – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
<b><u>Skills, Abilities and Knowledge</u></b>	1. Ability to resolve operational problems while under pressure, as and when they occur, in order to maintain business continuity and service delivery.	3	A,PA
	2. Able to verbally communicate, clearly and effectively, with both members of the public and staff members at all levels. e.g. meetings, one-to-one conversations, customer concerns.	3	I,PA
	3. Able to write clearly, accurately and concisely e.g. written reports, policies, presentations, customer responses.	3	PA
	4. Able to understand and manage budgets, and associated tasks e.g. analyse and interpret figures/data.	3	PA
	5. Ability to work as part of a team, as well as on your own initiative.	3	I
	6. Ability to deliver excellent customer service.	3	A,PA
	7. Promote and maintain an awareness of and commitment to equal opportunities and diversity.	3	I
	8. Computer skills, e.g. Microsoft Word, Excel or equivalent e.g. write reports, budget monitoring and customer letters.	3	PA
	9. Ability to supervise staff to ensure set tasks are completed in line with allocated schedules.	3	A,I
	10. Ability to manage own time to complete tasks within set deadlines.	3	PA
<b><u>Special Knowledge</u></b>	1. Understanding of Health and Safety issues and best practice in relation to hygiene within catering function.	3	I
	2. Understanding of how to implement risk assessments and working instructions to ensure safe working conditions.	2	I
	3. People management/human resource skills & knowledge.	2	I
	4. Understanding of customer needs and how to implement promotions to increase secondary spend & up sell of items.	2	I

	<p>5. Understanding of Quality Management Systems to ensure efficient operation of the facility. e.g. Scores on the Doors.</p> <p>6. Understanding of implementing business / marketing plans into the programming and production within the catering area.</p> <p>7. Understanding of a programme of maintenance to ensure all equipment is serviced and maintained to a high standard and in full working order.</p>	<p>2</p> <p>2</p> <p>2</p>	<p>I</p> <p>I</p> <p>I</p>
<b><u>Experience</u></b>	<p>1. Minimum of 2 years previous experience as a Manager/supervisor in a bar and catering facility, or at a similar level e.g. plan rotas, conduct team briefings.</p> <p>2. Experience of dealing with customer complaints and issues and helping to resolve the issue.</p> <p>3. Working knowledge of till systems e.g MRM plus 2, EPOS, including cash handling, and cashing up of tills.</p> <p>4. Experience in managing and controlling a stock take system to ensure minimum levels, and rotation to reduce wastage of goods</p> <p>5. Experience in creating food &amp; beverage menus in relation to clientele of facility.</p>	<p>3</p> <p>3</p> <p>2</p> <p>3</p> <p>2</p>	<p>A,I</p> <p>A,I</p> <p>A</p> <p>I</p> <p>A,PA</p>
<b><u>Education/Qualifications</u></b>	<p>1. Current Level 3 Award in Supervising Food Safety in Catering <u>or</u> ability to obtain the qualification within 6 months of employment.</p> <p>2. Current, First Aid at Work Certificate, <u>or</u> ability to obtain qualification within 6 months of employment.</p> <p>3. Current Level 2 National Certificate for Personal Licence Holders <u>or</u> ability to obtain the qualification within 6 months of employment.</p> <p>4. Valid Personal Licence or ability to obtain within 6 months of employment.</p> <p>5. IOSH/CIMSPA Health &amp; Safety Management Certificate (or equivalent), <u>or</u> ability to obtain qualification within 6 months of employment</p> <p>6. Current RLSS AED/Defibrillator Certificate, <u>or</u> ability to obtain qualification within 6 months of employment</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>A, C</p> <p>A, C</p> <p>A, C</p> <p>A, C</p> <p>A, C</p> <p>A, C</p>
<b><u>Other</u></b>	<p>1. Flexible and adaptable with hours and tasks and must be prepared to work at any of Impulse Leisure Centres, consistent with the nature and responsibilities of the post</p> <p>2. Must be willing and prepared to undertake additional training necessary in order to fulfil the requirements of the role i.e. Food Safety, First Aid, Health &amp; Safety etc.</p> <p>3. Must positively participate in any company initiative and / or undertake any training deemed essential by the company.</p> <p>4. Must be 18 years or over due to licensing/ health and safety regulations.</p> <p>5. Maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management, as well as safeguarding.</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>A</p> <p>A</p> <p>A</p> <p>A, C</p> <p>I</p>

## **BAR AND CATERING MANAGER QUALIFICATION INFORMATION**

### **Important Information**

The Bar and Catering Manager within Impulse Leisure is required to hold a Level 3 Award in Supervising Food Safety in Catering; First Aid at Work Certificate (FAW); a Level 2 Award for Personal Licence Holders and successfully obtain a Personal Licence (via application); CIMSPA/IOSH Health and Safety Management Certificate (or equivalent) and an AED Defibrillator Certificate.

If the successful candidate does not already hold some, or all of these qualifications, the necessary training will be provided at the Company's cost\*, and the individual will be expected to pass the qualifications, within 6-months of their commencement, as a condition of continued employment. There is a responsibility on the individual to commit to undertaking the necessary training required. **\*Subject to signing a training contract.**

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### **Level 2 Award for Personal Licence Holders**

Course Prerequisites: None

Course Duration: ½ day

#### Course Content

This qualification provides participants with essential knowledge of the legal framework surrounding the sale of alcohol in England and Wales and forms an essential part of the personal licence application, enabling those selling or authorising alcohol sales to operate legally. The course covers:

- the roles, responsibilities and functions of licensing authorities within the framework of the licensing objectives
- the application process for a personal licence
- the role and legal responsibilities of the personal licence holder, and the penalties relating to failure to comply with the law
- the premises licence
- the content and purpose of operating schedules
- the role and duties of the designated premises supervisor
- unauthorised and temporary licensable activities
- rights of entry to licensed premises
- police powers with regard to suspension and closure of licensed premises
- the specific prohibitions for the sale of alcohol
- the strengths of alcoholic drinks, and the effects of alcohol on the human body
- the protection of children from harm
- the responsible retail sale of alcohol

Assessment method: Assessment is through externally set multiple choice exam.

On completion of this course, you will hold a licensing qualification with which you can apply for the Personal Licence (see below).

### **Personal Licence Application**

In order to apply, you must:

- be aged 18 years or over.
- hold a licensing qualification; for example, a BIIAB level II examination certificate or a similar accredited qualification such as the EDI NCPLH level 2 qualification.
- provide a basic criminal conviction disclosure form.

### **Level 3 Award in Supervising Food Safety in Catering**

Prerequisites: Understanding and knowledge of basic food hygiene i.e. ideally a Level 2 Award in Food Safety (or equivalent).

Course Duration: 3 day programme.

Course content:

- Implementing and supervising a food safety management system
- Understanding food safety procedures
- Understand the concept of food hazards and the risks associated with them
- Understand the terminology with respect to supervising food safety
- Understand the techniques involved in controlling and monitoring food safety
- Appreciate the risks linked to cross contamination
- Understand the role temperature has to play in the control of food safety
- Appreciate the importance of supervising high standards of cleanliness in food premises

Assessment method: Multiple choice examination, taken at the end of the course.

### **First Aid at Work Certificate (HSE Approved Course)**

Course Prerequisites: None.

Length of course: 3 days.

Course content:

This course covers the practical skills needed by a nominated first aider in the modern workplace. The course will give you the confidence and knowledge to deal with first aid emergencies.

The course covers a number of areas including:

Managing incidents	Resuscitation
Treatment for shock	Heart attack
Dressings	Burns and Scalds
Eye irrigation	Miscellaneous injuries
Priorities of first aid	Communication
Delegation in emergencies	Control of bleeding
Unconsciousness	Fractures
First aid boxes	Illness recognition
Poisoning	Record keeping

Assessment method: Multiple-choice examinations and practical assessments

## **CIMSPA/ IOSH Health & Safety Management Certificate**

Course Prerequisites: None.

Length of course: 3/4 days.

### Course content:

Introduction to Health and Safety at work	Electrical safety
Health and safety legal requirements	Workplace welfare
Management of Health and Safety regulations	Manual handling and basic ergonomics
Risk assessments	Management systems
Hazard identification	Violence at work
Risk level quantification	Enforcement issues
Implementing control measures	Accident philosophy
Monitoring and reviewing requirements	Safe use of work equipment
Reactive/active monitoring	Workplace transport
Safe use and storage of hazardous substances	Noise at work
Stress	

Assessment method: Multiple-choice examinations and a Level 3 post course written assignment (where applicable)

## **RLSS AED/Defibrillator Certificate**

Course Prerequisites: National Pool Lifeguard Qualification, First Aid at Work, Emergency First Aid at Work, or Basic Life Support

Length of course: ½ day.

### Course content:

- Demonstrate effective Basic Life Support (on an adult manikin) and successfully answer the questions on underpinning knowledge
- Demonstrate effective adult basic life support and use of an Automated External Defibrillator (AED)

Assessment method: On-going tutor assessment

**IMPULSE LEISURE**  
**APPLICANT PRIVACY NOTICE (JANUARY-2024)**  
**IN COMPLIANCE WITH**  
**GENERAL DATA PROTECTION REGULATIONS (GDPR)**

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As part of any recruitment process, Thurrock Community Leisure (Impulse Leisure) collects and processes personal data relating to job applicants. Impulse Leisure is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

**WHAT INFORMATION DOES IMPULSE LEISURE COLLECT?**

Impulse Leisure collects a range of information about you, including:-

- your name, address and contact details, including email address and telephone number
- details of your qualifications, skills, experience and employment history
- information about your current level of remuneration, including (where applicable) benefit entitlements
- whether or not you have a disability for which Impulse Leisure needs to consider reasonable adjustments during the recruitment process, and
- information about your legal entitlement to work in the UK.

Impulse Leisure may collect this information in a variety of ways. For example, data might be contained in application forms, CVs and/or from recruitment agencies, obtained from your passport or other identity documents, or collected through interviews and/or other forms of assessments.

Impulse Leisure may also collect personal data about you from third parties, such as references we will request from former employers and/or education establishments (schools, colleges, universities), information from employment background check providers (where relevant) and information from criminal records checks (Disclosure and Barring Service). Impulse Leisure will seek information from third parties only once a conditional job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record (through the Applicant Tracking System (ATS)), in HR systems and on other IT systems (including email).

**WHY DOES IMPULSE LEISURE PROCESS PERSONAL DATA?**

Impulse Leisure needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you. In some cases, Impulse Leisure needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check an applicant's eligibility to work in the UK before employment starts.

Impulse Leisure has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows Impulse Leisure to manage the recruitment process, assess and confirm a candidate's

suitability for employment and decide to whom to offer a job. Impulse Leisure may also need to process data from job applicants to respond to and defend against litigation.

Impulse Leisure may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. It may also collect information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability. Impulse Leisure processes such information to carry out its obligations and exercise specific rights in relation to employment.

For some roles, Impulse Leisure is obliged to seek information about criminal convictions and offences. Where Impulse Leisure seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

Impulse Leisure will not use your data for any purpose other than for the recruitment exercise for which you have applied.

### **WHO HAS ACCESS TO DATA?**

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR and recruitment teams, interviewers (i.e. panel members) involved in the recruitment process, managers in the business area for which you may be considered and IT staff if access to the data is necessary for the performance of their roles.

Impulse Leisure will not share your data with third parties, unless your application for employment is successful and it makes you a conditional offer/offer of employment. Impulse Leisure will then share your data with former employers to obtain references for you, employment background check providers (if required) to obtain necessary background checks and if required, the Disclosure and Barring Service (which will require your express consent) to obtain necessary criminal records checks.

Impulse Leisure will not transfer your data outside the United Kingdom.

### **HOW DOES IMPULSE LEISURE PROTECT DATA?**

Impulse Leisure takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Impulse Leisure employees involved in recruitment processes have been trained in data protection.

### **FOR HOW LONG DOES IMPULSE LEISURE KEEP DATA?**

If your application for employment is unsuccessful, Impulse Leisure will hold your data for 6 (six) months after the end of the relevant recruitment process. At the end of that period, your data is deleted and/or securely destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained throughout your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

### **YOUR RIGHTS**

As a data subject, you have a number of rights. You can:-

- access and obtain a copy of your data on request
- require Impulse Leisure to change incorrect or incomplete data
- require Impulse Leisure to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing, and
- object to the processing of your data where Impulse Leisure is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the person responsible for data protection, details at the end of this document.

If you believe Impulse Leisure has not complied with your data protection rights, you can complain to the Information Commissioner. However, in the first instance please contact Impulse Leisure so that your concerns can be investigated in the first instance.

### **WHAT IF YOU DO NOT PROVIDE PERSONAL DATA?**

You are under no statutory or contractual obligation to provide data to Impulse Leisure during the recruitment process. However, if you do not provide the information, Impulse Leisure is unlikely to be able to process your application properly or at all.

### **AUTOMATED DECISION-MAKING**

Recruitment processes are not based solely on automated decision-making. However, Impulse Leisure's application tracking system (ATS) will request candidates to respond to the following:-

- 'if they are legally entitled to work in the UK'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process, and
- 'if they hold a valid National Pool Lifeguard Qualification (NPLQ)'. If a candidate ticks 'no'; then they will not be able to complete the rest of the application process.

Candidates who respond yes to proceed with the application, but are subsequently then unable to provide the correct right to work original documentation and/or who do not have a valid NPLQ will not proceed further in the recruitment process.

Any concerns relating to this question, should be directed to Lorna Mapson, Group Human Resources Manager – [recruitment@impulseleisure.co.uk](mailto:recruitment@impulseleisure.co.uk)

### **CONTACT DETAILS OF PERSON RESPONSIBLE FOR DATA PROTECTION**

[dataprotectionofficer@impulseleisure.co.uk](mailto:dataprotectionofficer@impulseleisure.co.uk)

Head Office, Blackshots Leisure Centre, Blackshots Lane, Grays, Essex, RM16 2JU