

Dear Applicant

**DUTY MANAGER – 37 HOURS PER WEEK, FULL TIME, PERMANENT  
THURROCK, ESSEX (BLACKSHOTS LEISURE CENTRE)**

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Thank you for expressing an interest in the above vacancy.

Please find attached a Job Profile and Person Specification 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. A selection process will take place each fortnight, initially until **SUNDAY 30<sup>TH</sup> JUNE 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. This role provides valuable 'hands on' experience of supervisory leisure management, and is underpinned by working towards Level 3 Duty Manager supervisory management qualification, including industry recognised technical qualifications needed to progress your career. The successful postholder must be eligible for funding, if not already at an equivalent level for this role. Previous applicants need not reapply.

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

The Company will hold your personal data on file (including electronically) as is necessary for the purposes of considering your application for employment with Impulse Leisure. The Company will only use your information for our legitimate business interests to consider your application. It will retain your information for a period of 6-months after the recruitment process has concluded, or longer subject only to appointment. For more information, please refer to the Applicant Privacy Notice which is included in this paperwork.

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>	Duty Manager
<b>LOCATIONS:</b>	Thurrock, Essex
<b>HOURS:</b>	37 hours per week, full-time permanent (working hours to include early mornings, late evenings, light nights/early mornings where required and weekend as well as bank/public holiday working patterns)
<b>SALARY:</b>	£26,125 - £27,679 per annum ( <i>for an exceptional candidate</i> )
<b>RESPONSIBLE TO:</b>	General Manager / Centre Management
<b>RESPONSIBLE FOR:</b>	All employees under his/her day-to-day supervision and members of the public at the centre whilst on duty.
<b>LIAISON WITH:</b>	Members of staff, all sections of the department, external agencies, customers and the general public.
<b>PURPOSE OF JOB:</b>	<ol style="list-style-type: none"><li>1. To ensure the effective &amp; efficient running of the Centre and to deal with situations as they arise on a day-to-day basis in line with Company policies.</li><li>2. To provide a quality support to the Centre Management Teams to ensure tasks are completed within deadlines.</li><li>3. To supervise and assist in the development of all staff under the post holder's control.</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, in conjunction with centre management, compliance 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.
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 Centre 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. To work at any Impulse Leisure's centres consistent with the nature of the post.

## **KEY ROLE SPECIFIC RESPONSIBILITIES**

### **Customer Care**

1. To proactively identify and rectify potential day to day customer care issues.
2. To ensure all customer comments/issues are dealt with appropriate care and attention and in line with the Customer Care Charter/Policy.
3. To treat everyone with respect and dignity in all circumstances.

### **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 ensure all work practices are completed in a safe manner. Where this is impossible, in conjunction with the Centre Manager to close / prevent any activity from taking place that is unsafe until a safe method of work can be implemented.

### **Human Resources**

1. To ensure that all staff under the post holders control understand and work to Company policies and procedures.
2. To provide mentoring, support and guidance to all staff under supervision of the post holder to encourage and inspire them to achieve their potential.

### **Operational**

1. 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.
2. To undertake cleaning tasks in line with the site cleaning schedules to ensure all areas of the site are clean and presentable for customers to use.
3. 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.
4. To manage the operational aspects of the site, ensuring all planned preventative maintenance of equipment is undertaken to ensure the continual operation and service of the building and the equipment within.
5. To maintain accurate records of all aspects of operation.

### **Staff Supervision**

1. To supervise and assist the Centre Manager in the development of all staff under the postholder's control, including performance monitoring & compliance with Company procedures.
2. To ensure all staff under the post holders control follow their allocation of rotations, cleaning schedules and code of conduct.
3. To undertake training of staff as required ensuring staff under supervision of the post holder are fully aware of the standards expected of them.
4. To enforce Company policies to staff under the supervision of the post holder and take action as required with staff who fail to comply in conjunction with the Centre Manager.

### **Finance**

1. To undertake cash handling including the cashing up of the tills and take accountability for all the transactions during shifts.
2. To accurately complete the banking sheet after cashing up the tills.
3. To actively seek to find the solution to any variances in the banking at the point of cashing up, any unexplainable variances need to be discussed with the Centre Manager immediately.

### **Training**

1. To maintain, or obtain within 6-months of employment, the Royal Life Saving Society's UK National Pool Lifeguard Qualification or similar Life Saving qualification as directed by the organisation, and re-qualify biannually.
2. To attend all CPD regular training sessions in compliance with the conditions of your qualifications, i.e. attend currently 2-hours NPLQ training each month in line with current Company policy, demonstrating a competent standard at all times.

3. To maintain, or obtain within 6-months of employment, a Pool Plant Operators Certificate, a CIMSPA/IOSH 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.
4. To commit to undertake tasks identified for the duration of the programme and gain a portfolio of evidence towards accreditation for Level 3 Leisure Duty Manager supervisory management programme. Successful candidate will be appointed subject to meeting the government funding criteria.
5. Personal commitment to continuing professional development (CPD) and to key areas of development for the Company, that will contribute to your learning, and widen your experience within the leisure industry i.e. active membership of CIMSPA and maintaining an annual membership fee is an express term of your continued employment with Impulse Leisure

#### Quality Management

1. To assist the site's Management team in the management and review of the Quality Management System in line with Quest guidelines and benchmarking information.
2. To use time management skills to ensure all tasks are completed accurately, as per instruction and to the provided deadline.

#### Other

1. To assist in the promotion of facilities and services offered at the centres.
2. To accept specific responsibility as delegated for areas of development in such fields as Quality, Technical, Human Resources, Marketing, Programming and Health and Safety.

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 General Data Protection Regulation 2018; 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:** Duty 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	A, PA
	3. Able to write clearly, accurately and concisely e.g. written reports, presentations, customer responses.	2	A, PA
	4. Able to understand and manage basic budgets, and associated tasks e.g. analyse and interpret figures/data	2	A, PA
	5. Ability to work as part of a team, as well as on your own initiative	3	A, I
	6. Ability to deliver excellent customer service	3	I, PA
	7. Ability to remain calm during emergencies	3	A
	8. Computer skills, e.g. Microsoft Word, Excel or equivalent e.g. write reports, budget monitoring, customer letters	2	A, PA
	9. Maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management	3	I
	10. Promote and maintain an awareness of and commitment to equal opportunities and diversity	3	I
	11. Ability to mentor other staff members to help them develop and improve within their job role	2	A, I
	12. Ability to supervise staff to ensure set tasks are completed in line with allocated schedules	3	A, PA
	13. Ability to manage own time to complete tasks within set deadlines	3	PA
	14. A good swimmer e.g. be able to meet the minimum pre-requisite standards required to undertake the RLSS National Pool Lifeguard Qualification	3	PA

<b><u>Special Knowledge</u></b>	1. Understanding of Health and Safety issues and best practice	3	A, I
	2. Understanding of how implementing risk assessments and working instructions ensures safe working conditions	2	I
	3. Working knowledge of pool plant room	2	A, I
	4. People management/human resource skills & knowledge	3	A, I
	5. Knowledge/understanding of Quest	2	A
<b><u>Experience</u></b>	1. Experience of dealing with customer complaints and issues and helping to resolve the issue	3	A
	2. Working knowledge of reception/ticket office	2	A
	3. Working Knowledge of Membership till systems e.g. MRM Plus 2	1	A
	4. Previous experience acting as a Duty Manager or similar level e.g. plan rotas, annual leave, conduct team briefings	2	A
<b><u>Education/Qualifications</u></b>	1. Current RLSS UK National Pool Lifeguard qualification (NPLQ), or ability to obtain the qualification within 6 months of employment.	3	A, C, PA
	2. Current Pool Plant Operators certificate, or ability to obtain qualification with 6 months of employment	3	A, C
	3. IOSH/CIMSPA Health & Safety Management Certificate (or equivalent), or ability to obtain qualification within 6 months of employment	3	A, C
	4. Current RLSS AED/Defibrillator Certificate, or ability to obtain qualification within 6 months of employment	3	A, C
	5. Current (valid) full First Aid at Work certificate	3	A, C
	6. Active membership of CIMSPA as an individual or the ability to obtain and maintain membership	3 1	A, C A, C
<b><u>Other</u></b>		3	A, C
	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	3	I
	2. Must be willing and prepared to undertake additional training necessary in order to fulfil the requirements of the role	3	I
	3. Must positively participate in any company initiative and / or undertake any training deemed essential by the company	3	I
	4. Relevant coaching awards, e.g. swim instructor	1	A, C

## **DUTY MANAGER QUALIFICATION INFORMATION**

### **Important Information**

**Duty Managers within Impulse Leisure are required to hold a RLSS National Pool Lifeguard Qualification (NPLQ), First Aid at Work Certificate (FAW), Pool Plant Operators Certificate (PPO), an CIMSPA/IOSH Health & Safety Management Certificate (or equivalent) and a 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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### **RLSS National Pool Lifeguard Qualification (NPLQ)**

If you are invited to interview for this role, the first stage of the selection procedure consists of a practical water test. In order to be considered further, candidates **must** be able to demonstrate the following:

#### **Course Prerequisites:**

Every candidate attending a NPLQ course must be at least 16-years-old at the time of taking the NPLQ final assessment and be able to:

- Jump / dive into deep water
- Swim 50 metres in less than 60 seconds
- Swim 100 metres continuously on front and back in deep water
- Tread water for 30 seconds
- Surface dive to the floor of the pool
- Climb out unaided without ladder / steps and where the pool design permits

T-shirt and shorts are to be worn for all water work throughout the course and assessment.

#### **Length of Course:**

The **NPLQ course** is a minimum of 36 hours long, followed by a practical assessment on **pool lifeguard** theory, pool rescue, first aid and CPR.

#### **Course Content:**

The NPLQ covers all elements of **Pool Rescue Techniques, Lifeguarding Theory, First Aid and CPR.** The course is physically demanding and will include swimming to set times, lifting casualties and diving to the deepest part of the **swimming pool**. Training and assessment for the NPLQ is in three sections and all must be successfully passed to attain the **qualification**.

**Section 1 – The Lifeguard and the Law, Swimming Pool Supervision**

**Section 2 – Intervention and Rescue and Emergency Action Plans**

**Section 3 – Cardiopulmonary Resuscitation, AED and First Aid**

Upon completion of this course, subject to successfully passing the final assessment, the candidates will hold a full Generation 9 National Pool Lifeguard Qualification inclusive of all 3 units, which are valid for 24 months.

#### **On-going Training**

Having successfully completed the course, employees are required to currently undertake 2-hours training each month and renew their qualification prior to their expiry date in line with Impulse Leisure's policies and procedures.

## **National Pool Plant Operators Certificate**

### **Course Prerequisites:**

You must be at least 18 years of age at the start of the course.

There is a pre course preparation sheet which is required to be completed prior to the course. This is to be taken on the first day of the course for initial discussions with the course tutor.

### **Length of course:**

3 days

### **Course content:**

- Swimming pool hygiene
- Water supplies and treatment
- Pollution and infection
- Circulation and filtration
- Health and safety
- Chlorine chemistry
- Disinfection
- pH, alkalinity and balanced water
- Water testing and diagnosis
- Chemical dosing and control
- Heating, ventilation and energy management

### **Assessment**

Candidates complete a multiple choice test at the end of the course and then a work based assignment which they will have THREE weeks to complete and return to the IoS.

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

**Course Prerequisites:** None.

**Length of course:** 3 days.

### **Course content:**

A range of subjects are covered including:

- Legalities, responsibilities and reporting
- Heart attacks
- Dealing with an unresponsive casualty
- Eye injuries
- Fractures and spinal injuries
- Choking
- Control of bleeding
- Chest injuries
- Assessment of the situation
- Diabetes
- Shock (including Anaphylaxis)
- Asthma
- Head injuries
- Poisoning
- Sprains and strains
- Stroke
- Burns
- Epilepsy
- Resuscitation
- Bandaging

### **Course duration:**

This course runs over 18 hours spread over at least 3 days.

**Assessment method:** Summative practical assessment is on-going by the instructor each day, along with a written assessment on each day.

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

**Course Prerequisites:** None.

**Length of course:** 3 days.



Course content:

On successful completion of the training, delegates will be able to:

- Explain the key components of a health and safety management system.
- Understand the legal framework within the UK, the sources and importance of health and safety information, law enforcement and the difference between criminal and civil law.
- Compile risk assessments and accompanying written procedures in key operational areas and advise upon facility maintenance and the safe use of contractors.
- Describe the key requirements of current legislation that is relevant to the sport and physical activity sector.
- Supervise and manage health and safety in their workplace more effectively.

Assessment:

It is assessed by a 50 question multiple choice examination at the end of the course.

**RLSS AED (Automated External Defibrillator) Certificate**

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

Length of course: ½ day.

Course content:

- |   |   |
|---|---|
| • Priorities of casualty management           | • Use of oxygen                                 |
| • Chain of survival                           | • AED flowcharts                                |
| • Cardiac arrest                              | • Minimising interruption to chest compressions |
| • Airway management                           | • Children and AED                              |
| • CPR   | • Safety when using an AED                      |
| • Guidelines for use of an AED                | • What to store with an AED                     |
| • Placement of pads                           | • Managing regurgitation                        |
| • Using an AED in a swimming pool environment | • Recovery position                             |

Assessment:

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