

Dear Applicant

GOLF CLUBHOUSE SUPERVISOR

FULL TIME, PERMANENT: MINIMUM 37 HOURS PER WEEK

TO INCLUDE EVENINGS, WEEKENDS, EARLY MORNINGS, BANK/PUBLIC HOLIDAY WORKING PATTERNS

LOCATION: CAPABILITY BROWN, BELHUS GOLF & COUNTRY CLUB

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 weekly, initially until **SUNDAY 8TH MARCH 2026**. **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.

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 Candidate Privacy Notice which is included in this paperwork

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.

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

Yours sincerely



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



JOB PROFILE

JOB TITLE:	Golf Clubhouse Supervisor
LOCATIONS:	Capability Brown, Belhus Park Golf & Country Club (Thurrock, Essex)
HOURS:	Hours to meet needs of the business with a minimum 37 hours per week, including on-shift hours according to weekly rota, as required. (Due to the nature of this work, working patterns will include early mornings, late evenings, weekend and bank holiday working patterns)
SALARY:	*Starting salary from £24,931 – £25,951 per annum (£13.48ph) (subject to qualifications and relevant experience) Must be 18 years of age due to licensing laws
RESPONSIBLE TO:	Centre Manager
RESPONSIBLE FOR:	Supervising all Golf Clubhouse employees and members of the public attending the Capability Brown Golf Clubhouse.
LIAISON WITH:	Members of staff in all sections of the Belhus Park operation, external agencies, customers, hirers, the general public
PURPOSE OF JOB:	<ol style="list-style-type: none">1. To undertake a key operational and customer-facing role within the clubhouse, supervising daily activities and service delivery across the facility.2. To support centre management in delivering efficient, safe and compliant clubhouse operations.3. To ensure a welcoming, well-presented environment and a consistently positive experience for members and visitors.

KEY ROLE SPECIFIC RESPONSIBILITIES

Customer Care

1. Welcome and check in golfers at reception, providing course information, taking bookings and processing payments.
2. Act as the main point of contact in identifying and resolving customer queries or complaints promptly and effectively, in line with the customer care charter.
3. Deliver approachable, professional service to all clubhouse visitors, ensuring a positive customer experience.
4. To ensure all customers' orders are taken accurately and delivered in a timely fashion, with due care and attention

Staff Supervision, Resources and Training

1. Provide effective day to day supervision and guidance to all Golf Clubhouse staff, giving direction, motivating and supporting them to develop their skills, knowledge and experience to enhance their performance and achieve objectives.
2. To support the management team with people and performance management, in line with Company HR policies, including annual Dart reviews by contributing feedback and supporting management-led processes, including file notes and probation meetings.
3. To support the Centre Manager with recruitment, induction, training, development and day to day supervision of all staff including customer service, access and licensing.

4. To plan, co-ordinate and supervise staff to include planning of shift rotas, taking into consideration absences, such as sickness, annual leave and any programmed events or functions.
5. To monitor, supervise and cover staff annual leave and sickness in line with Impulse Leisure policies and procedures.
6. To support the Centre Manager in organising the training of staff as required (with the support/assistance of the training department) ensuring staff are fully aware of the standards expected of them, with particular emphasis on a friendly manner and upselling at all times.
7. To maintain, or obtain within 6-months of employment, a Level 3 Award in Supervising Food Safety in Catering (or equivalent), Level 2 Award for Personal Licence Holders (BIAB) or equivalent and apply for Personal Licence and maintain level of knowledge to comply with the requirements of the regulations.
8. To maintain, or obtain within 6 months of employment, an HSE Approved First Aid at Work Qualification, CIMSPA/ IOSH Health & Safety Management Qualification and AED Defibrillator Certificate.
9. To assist in the delivery of the corporate appraisal (DART) scheme, identifying the training and development needs of all staff under the post holder's control in accordance with the direction of the Centre Manager.
10. To ensure that all staff are kept informed of all company and site matters through regular, timely and recorded team briefings.
11. To work closely with the site Duty Manager Team to ensure they are able to assist in the supervision of the Golf Clubhouse staff and service in the post holder's absence.

Operational

1. Assist the Centre Manager in implementing and managing the programme of events for Golf, Societies and Functions, ensuring all events are well planned and operate smoothly in line with agreed budgets and procedures.
2. Manage daily booking sheets in line with agreed procedures to support accuracy and efficiency.
3. To maintain correct stock levels for business needs, controlling effective stock rotation systems and ensure minimum level order systems are in place.
4. Ensure stock ordering is done in line with budgets, and all invoices and delivery notes are processed correctly.
5. To assist the Centre Manager in the delivery and execution of the Company's Marketing strategy, including the implementation and delivery of promotions.
6. To act as Key Holder, responsible for endorsing and adhering to the legal requirements with regard to the premises.
7. To ensure the effective implementation of all operational day to day control/monitoring procedures relating to opening and closing procedures and standards, bar and food stocks, food handling, cleaning, processing payments and equipment use and maintenance.
8. To support the Centre Manager in creating and amending menus and tariffs that are appropriate to the clientele, whilst ensuring desired GP% is achieved.
9. To work on shift on a rota basis and assist when business need requires, across all departments including Golf Check-in, Bar and Café, and Functions, covering wherever needed to ensure service continuity.
10. To enhance the quality experience of customers by ensuring that food and beverages are well presented and prepared to the correct spec in clean and tidy surroundings to the customers' satisfaction and enjoyment.
11. To ensure that the bar and café and associated equipment is kept to a high standard of cleanliness and is maintained at all times applying the appropriate levels of urgency to the given tasks.
12. To monitor day-to-day operations and provide feedback to management to support service improvement.
13. To assist in the implementation of and active monitoring of the planned preventative maintenance programme, ensuring proactive remedial works are undertaken with appropriate levels of urgency.
14. Liaison with all approved contractors in the maintenance of the plant and building, ensuring compliance with health and safety regulations.
15. Act as main point of contact for all Capability Brown hirers, providing support to resolve customer service issues while ensuring that all hired spaces fully comply with company health and safety standards, as well as internal and external risk assessments.

Finance

1. To assist the Centre Manager to monitor and control the financial aspects of the Golf Clubhouse including Golf, Bar and Catering facilities to optimise profit from all areas through operational effectiveness and efficiency.
2. To accurately perform the end of shift process on all tills and complete the banking sheet, reporting any unexplainable variances to the Centre Manager immediately.

3. To assist in the monitoring and evaluation of the income and attendance performance for the site against targets, along with other agreed key performance indicators, on a weekly basis (written and verbal reports).
4. Keep within all agreed budgetary constraints that are under the post holders' control.
5. Responsible for the security and safety of all staff, stock and premises under the post holder's control.

Quality Management

1. To assist in maintaining the Quality Management Systems to ensure efficient operation, as well as Quest registration.
2. To support the achievement and maintenance of industry recognised quality standard awards (e.g. Scores on the Doors at a rating of 5) and deliver continuous improvement.
3. To maintain all necessary records and reports and ensure deadlines are met.
4. To monitor, operate and review daily, weekly, monthly and annual cleaning 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 use time management skills to ensure all tasks are completed accurately, as per instruction and to the provided deadline.

KEY CORPORATE RESPONSIBILITIES

1. To fully comply with and ensure all employees under his/her supervision comply with all legislation including Licensing, Food Hygiene, 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 promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
3. 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.
4. To comply with and ensure all employees under his/her supervision comply with Impulse Leisure's Customer Care Policy.
5. 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.
6. 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.
7. 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.
8. Adhere to company protocol as laid out in the Employee Handbook and subsequent changes/additions that may be issued from time to time.
9. 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.
10. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
11. If necessary, also to work at any of Impulse Leisure's centres consistent with the nature of the post.

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: Golf Clubhouse Supervisor

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)
<u>Skills, Abilities and Knowledge</u>	1. Ability to resolve operational problems while under pressure to maintain service delivery.	3	A,PA
	2. Able to verbally communicate clearly and effectively with customers and colleagues at all levels, e.g. meetings, one-to-one conversations, customer concerns.	2	I,PA
	3. Able to write clearly and accurately, e.g. basic reports, emails and customer responses.	2	PA
	4. Able to understand basic financial information and work within agreed budgetary controls.	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.	2	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
<u>Special Knowledge</u>	1. Understanding of health and safety issues and hygiene best practice within a catering/hospitality environment.	3	I
	2. Understanding of how to implement risk assessments and working instructions to ensure safe working conditions.	2	I
	3. Working knowledge of basic people management processed within a supervisory role.	2	I
	4. Understanding of customer needs and how promotions and upselling can enhance service delivery and income.	2	I
	5. Understanding of Quality Management Systems e.g. Quest		

	/ Scores on the Doors.	2	I
	6. Understanding of supporting the implementation of marketing and promotional activities.	2	I
	7. Understanding of a maintenance programme to ensure equipment is maintained in safe working order.	2	I
<u>Experience</u>	1. Ideally, previous experience in a supervisory or senior team member role within a bar, catering or similar customer-facing environment.	3	A,I
	2. Experience of dealing with customer complaints and resolving issues effectively.	3	A,I
	3. Working knowledge of till systems e.g. MRM plus 2, EPOS, including end of shift reporting and reconciliation processes.	2	A
	4. Experience in managing and controlling a stock to ensure minimum levels, rotation and to reduce wastage.	3	I
	5. Experience in contributing to food and beverage menu planning appropriate to clientele.	2	A,PA
	6. Experience within the Golf industry	1	A, I
<u>Education/Qualifications</u>	1. Level 3 Award in Supervising Food Safety in Catering <u>or</u> ability to obtain the qualification within 6 months of employment.	3	A, C
	2. First Aid at Work Certificate, <u>or</u> ability to obtain qualification within 6 months of employment.	2	A, C
	3. Level 2 Award for Personal Licence Holders <u>or</u> ability to obtain the qualification within 6 months of employment.	3	A, C
	4. Valid Personal Licence or ability to obtain within 6 months of employment.	3	A, C
	5. RLSS AED/Defibrillator Certificate, <u>or</u> ability to obtain qualification within 6 months of employment.	2	A, C
<u>Other</u>	1. Flexible and adaptable with hours and tasks, including working across Impulse Leisure Centres, as required.	3	A
	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 & safety etc.	3	A
	3. Must positively participate in any company initiative and / or undertake any training deemed essential by the company.	3	A
	4. Must be 18 years or over due to licensing and health and safety regulations.	3	A
	5. Maintain an awareness of and proactive commitment to energy reduction and environmental management.	3	A, C

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

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

CONTACT DETAILS OF PERSON RESPONSIBLE FOR DATA PROTECTION

dataprotectionofficer@impulseleisure.co.uk

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