

Dear Applicant

**DEPUTY HEAD OF GROUNDS – 37 HOURS PER WEEK, FULL TIME, PERMANENT  
BELHUS PARK GOLF & COUNTRY CLUB THURROCK, ESSEX**

---

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 fortnightly until **SUNDAY 31<sup>ST</sup> MAY 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.***

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



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



# JOB PROFILE

- JOB TITLE:** Deputy Head of Grounds
- LOCATIONS:** Belhus Park, Thurrock, Essex
- HOURS:** As required by operational needs of the business, with a minimum of 37 hours per week. Working patterns are on a rotational basis to include weekends, evenings and bank holidays where the operational needs require.
- SALARY:** £29,447 to £31,934 per annum  
*A requirement of the post is to hold or suitable qualification to work towards a minimum of an NVQ level 3 in Sports Turf or an equivalent. Hold PA1, PA2 & PA6 License, full valid driving license*
- RESPONSIBLE TO:** Head Of Grounds – Belhus Park; Belhus Park Site Manager
- RESPONSIBLE FOR:** Supporting the Head of Grounds in the management of the Grounds Department and Services, and when required assisting the Head of Grounds with the development and implementation of initiatives to develop and grow activities within Belhus Park.
- LIAISON WITH:** Grounds staff, customers, Site Team, Golf Club, management, all sectors of the community and business fraternity.
- PURPOSE OF JOB:**
1. To act as a part of the Grounds Team in delivering the services in line with the Service Level Agreement requirements and deputise for the Head of Grounds as and when required.
  2. To assist in developing, revising and implementing systems of work supported by robust monitoring systems that reflect and achieve Impulse Leisure's Business Objectives.
  3. To support Site Management in delivery standards from the Grounds Department using systems of work and monitoring systems.
  4. To assist the Head of Grounds in developing, programming for activities and initiating actions to meet the customer and business demands.
  5. To assist the Head of Grounds to maximise the efficiency and effectiveness of the Grounds Operations and park activities, whilst delivering services at the highest possible standards.
  6. To support in the delivery of team meetings and ensure efficient communication is achieved between the Grounds and other departments on site.
  7. Assist in supervising the preparation and maintenance of machinery, fleet and equipment, including storage systems.
  8. Support the Head of Grounds in introducing and utilising existing IT systems to ensure efficient and effective systems are used with a way of recording results.
  9. To assist in the planning and supervision of turf and grounds maintenance ensuring the highest possible standards across the Park services.

To support with the administration, operation and delivering the football pitch programme and development including the administration systems to ensure fluency and commerciality of service.

## **KEY ROLE SPECIFIC RESPONSIBILITIES**

### Staffing

1. To assist and undertake the implementation of the Corporate DART scheme identifying the training and development needs of all staff under the post holders control to ensure they feel valued and supported.
2. To support the Head of Grounds to plan, co-ordinate and supervise staff to include planning of shift rotas, taking into consideration compliance with the NOP's, Health & Safety requirements, holiday cover, any programmed events or functions and sickness absence. To include providing cover yourself, when required.
3. To ensure that all staff are kept informed of all company and site issues through regular, timely and recorded team briefings, and any other relevant communication mediums.
4. To support in ensuring mandatory training is maintained for all staff, with records up to date in accordance with the Training and Development Department's direction.
5. To assist in management of staff performance, dealing appropriately with good and poor performers with advice from the Centre Manager and HR Department.
6. To help motivate and drive the team to deliver the company and sites KPI's set in annual and business plans.
7. To ensure clear and consistent communication between the teams and other departments that reflect a supportive and effect team.

### Finance

1. Together with the Head of Grounds and Centre Manager, set challenging but realistic targets for income and expenditure and effectively monitor performance against these targets, along with other agreed performance indicators.
2. To assist the Head of Grounds to proactively research and approach external outreach opportunities as a means of lead generation for funding and new business.
3. Using the Management Accounting system keep within the agreed budgets under the direction of the Head of Grounds.
4. When requested by the Head of Grounds liaise, meet and negotiate with suppliers and activity partners to ensure the optimum prices for goods and services are achieved

### Maintenance

1. To assist in implementing, monitoring and reviewing a schedule of planned plant, equipment and fleet maintenance to be undertaken by the Grounds Team and relevant Contractors.
2. Liaison and scheduling of all approved contractors in the maintenance of the plant, fleet, grounds and buildings.
3. To create a culture of urgency when dealing with reactive maintenance to maintain the highest of standards and safety

### Health & Safety

1. To support in the undertaking and maintaining of all Risk Assessments and safe working practices, and review periodically as necessary.
2. In conjunction with site management, ensure the team 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.
3. To ensure all equipment and machinery is stored correctly and never left unattended in public areas.
4. To comply with COSHH regulations with regards to the handling, storing use and the disposal of chemicals

5. To create a culture of urgency when dealing with reactive maintenance to maintain the highest of standards and safety

### General

1. Personal planning of the day's activities to organise post holder's own work and that of the Grounds Team effectively, including prioritising and re-prioritising throughout the day if required in conjunction with the Head of Grounds.
2. To drive and review the performance of all Grounds related departments ensuring the highest possible customer standards and financial performance is delivered.
3. To endorse the Company identity by operating and maintaining a high-quality site that reflect the corporate image and standards.
4. To be accountable for ensuring that the sites fully meet their responsibilities under Health, Safety and Welfare at Work legislation and supporting regulations for both staff and customers.
5. To adopt a highly visible/flexible approach to working hours and working patterns.
6. To continue to maintain NVQ level 3 in Sports Turf Maintenance or similar Grounds Maintenance qualification as directed by the organisation.
7. To obtain and maintain relevant Spraying licenses and chainsaw licenses – as directed by the company.
8. To assist in maintaining the Quality Management Systems to ensure efficient operation of the Park's Grounds Maintenance operation, from booking through to delivery and monitoring consistency across the department.
9. To keep abreast of industry trends, best practices, new innovations and delivery efficiencies.
10. To be a keyholder for the grounds Maintenance department and respond to call outs if required.

### **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 sites/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 and health and safety PPE, 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, in conjunction with Park / Centre Management, that all employees under post holder's day to day supervision comply with Impulse Leisure's Customer Care Policy.
5. To actively promote and ensure that all employees under post the holder's 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 Chief Operating Officer / 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. To work at any Impulse Leisure's centres consistent with the nature of the post.

The post holder **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:** DEPUTY HEAD OF GROUNDS

**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

CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE KEY ABOVE)
<p><b><u>Skills, Abilities and Knowledge</u></b></p> <ol style="list-style-type: none"> <li>1. Ability to deal with operational issues and solve problems under pressure to maintain service delivery and business continuity</li> <li>2. Ability to plan, prioritise, and organise own workload and that of others to meet changing operational demands</li> <li>3. Ability to supervise, motivate, and support staff to deliver high standards and meet KPIs</li> <li>4. Strong verbal communication skills with staff, management, contractors, partners, and customers</li> <li>5. Ability to communicate clearly in writing, including reports, records, and operational documentation</li> <li>6. Good numeracy skills, including budget awareness and monitoring expenditure</li> <li>7. Ability to promote and maintain a proactive commitment to Equal Opportunities and Diversity</li> </ol>	<p>3 3 3 3 2 2 3</p>	<p>A, I A, I A, I A, I A A, I I</p>
<p><b><u>Special Knowledge</u></b></p> <ol style="list-style-type: none"> <li>1. Sound understanding of Health &amp; Safety legislation, risk assessments, COSHH, and safe systems of work</li> <li>2. Knowledge of sports turf maintenance practices for golf courses, football pitches, and fine turf surfaces</li> <li>3. Knowledge of grounds maintenance machinery, plant, fleet, and equipment maintenance requirements</li> <li>4. Understanding of quality management systems and service delivery standards</li> <li>5. Awareness of environmental sustainability, energy reduction, and carbon management practices</li> </ol>	<p>3 3 3 2 2</p>	<p>A, I A, I A, I A, I A, I</p>
<p><b><u>Experience</u></b></p> <ol style="list-style-type: none"> <li>1. Significant experience working in grounds maintenance or sports turf environments (golf courses and/or multi use parkland)</li> </ol>	<p>3</p>	<p>A, I</p>

2. Experience of maintaining football pitches to a high standard, including seasonal programmes	3	A, I
3. Experience of supervising staff, planning rotas, and managing day-to-day operations	3	A, I
4. Experience of working with contractors and suppliers	2	A, I
5. Experience of monitoring budgets or controlling expenditure	2	A, I
6. Experience of deputising for a manager or taking operational responsibility	2	A, I
<b><u>Education/Qualification</u></b>		
1. NVQ Level 2 in Sports Turf Maintenance (or equivalent) or willingness to work towards and subject to eligibility for government funded work-based learning.	3	A, C
2. NVQ Level 3 in Sports Turf Maintenance (or equivalent), or willingness to work towards and subject to eligibility for government funded work-based learning.	3	A, C
3. PA1, PA2 & PA6 spraying licences (or ability to obtain)	3	A, C
4. First Aid at Work qualification (or ability to pass)	3	A, C
5. Full, valid UK driving licence	3	A, C
<b><u>Other</u></b>		
1. Flexible and adaptable approach to working hours, including early mornings, evenings, weekends, and bank holidays	3	A, I
2. Willingness to act as keyholder and respond to callouts as required	3	A, I
3. Willingness to undertake additional training, qualifications, or licences as required	3	A, I A
4. Interest in sport, leisure, and outdoor environments	1	A
5. Ability to present a professional image and wear company uniform and PPE as required	2	I
6. Must be aged 18 or over	3	A

**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](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