

Dear Applicant

**DUTY MANAGER (EVENTS) – 37 HOURS PER WEEK, FULL TIME, PERMANENT
THURROCK, ESSEX (CIVIC HALL, ADJACENT TO BLACKSHOTS LEISURE CENTRE)**

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 13TH SEPTEMBER 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. 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

JOB TITLE:	Duty Manager (Events)
LOCATION:	Civic Hall (Thurrock, Essex)
HOURS:	37 hours per week, permanent – Due to the nature of the events programme, the role involves regular evening, late night and early morning working (including past midnight) together with weekend and Bank Holiday working on a rota basis.
SALARY:	£27,533 - £29,114 per annum Must be 18 years of age due to licensing laws.
RESPONSIBLE TO:	Events Manager
RESPONSIBLE FOR:	All employees under his/her day-to-day supervision, clients, contractors and members of the public at the venue whilst on duty.
LIAISON WITH:	Members of staff across all departments, external hirers, contractors, performers, the Marketing team, customers and the general public.
PURPOSE OF JOB:	1. The post holder is a key member of the Civic Hall Team, acting as the on-Duty Manager for the safe and efficient running of events. The post holder is expected to lead by example, rolling up their sleeves to undertake practical tasks alongside colleagues, from setting up the venue through to delivering a great customer experience for hirers, performers and customers. 2. The post holder will also support the Events Manager with the day-to-day management of the venue, the supervision of the staff on shift, and the promotion of Civic Hall and its events.

KEY ROLE SPECIFIC RESPONSIBILITIES

Event Operations & Duty Management

1. To act as the on-site Duty Manager during events at the Civic Hall, working with the team to ensure the smoothing running of all areas of the venue, including front of house, bar, technical facilities and stage operations.
2. To supervise all staff on duty, providing clear direction, briefings and support throughout each shift, and acting as the first point of escalation for any issues arising during an event.
3. To manage the physical set-up and de-rig of events, including the movement and arrangement of furniture, staging, barriers, flooring and associated equipment. The post holder must be able to undertake manual

handling tasks as a core and regular part of this role, in accordance with the Company's Manual Handling Policy and relevant risk assessments.

4. To ensure the venue and all areas are presented to the highest possible standard ahead of each event, in accordance with the hirer's specifications and the Company's service standards.
5. To act as the primary point of contact for hirers, and contractors whilst on duty, ensuring their requirements are met and any concerns are dealt with promptly and professionally.
6. To undertake the opening, closing and security of the premises and to participate in an out-of-hours call-out rota for alarm activations and emergencies as required.
7. To complete all required daily facility checks, site inspections and event / shift reports, ensuring accurate records are maintained and any issues are escalated appropriately.
8. To provide technical support and advice across all areas of the venue during events, demonstrating initiative and problem-solving in relation to technical and operational requirements.

Customer Care & Service Standards

1. To deliver exceptional customer care throughout every event, treating all customers, hirers and visitors with respect and professionalism, in line with the Company's Customer Care Policy and the ethos of "treat everyone as you would want to be treated yourself".
2. To proactively identify and resolve customer care issues with minimal disruption, ensuring all feedback and complaints are handled appropriately and followed up in line with Company procedure.
3. To support the Events Manager in developing the Civic Hall's reputation within the local community, assisting with relationship-building with regular hirers and the wider public.

Health & Safety

1. To ensure all staff under day-to-day supervision work within the guidelines set by site risk assessments and safe working instructions, and that all tasks are completed safely and in line with Company Policy, including applicable licensing legislation.
2. To act as Premises Licence holder on duty, ensuring full compliance with the conditions of the Civic Hall's Premises Licence and all relevant licensing legislation at all times.
3. To support the team in maintaining the cleanliness and presentation of the venue, helping to ensure all areas are clean, safe and presented to the appropriate standard particularly during and after events.
4. To handle all personal and confidential information in accordance with General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018, ensuring customer, staff and hirer data is kept secure and used only for authorised purposes.

Staff Supervision & People Management

1. To supervise, support and develop all casual and permanent events staff, setting clear expectations, monitoring conduct and performance and applying the Company's policies and procedures consistently.
2. To assist with the planning and co-ordination of staff shift rotas for events, taking into account the programme, staffing requirements, sickness and annual leave.
3. To undertake on-the-job training of staff as required, ensuring those under the post holder's supervision are aware of their responsibilities, safety obligations and the standards expected of them.

Finance & Administration

1. To be responsible for the accurate and secure handing of bar and event takings whilst on duty, including till reconciliation and banking in line with company financial procedures, and to escalate any unexplained discrepancies to the Events Manager.
2. To complete bookings administration on to the Company booking system as required, and to assist with the processing of client invoices and payments as directed by the Events Manager.

3. To place orders for consumables as required, ensuring the Civic Hall maintains sufficient stock levels to meet the demands of the programme.

Marketing & Venue Promotion

1. To champion the Civic Hall and its programme of events to customers, hirers, and the local community whilst on duty, promoting the venue positively and supporting the Events Manager in generating interest and bookings.
2. To support the marketing of the venue by capturing and providing photographs and operational information from events where required to the Marketing Team (external consultancy company), using Company-provided equipment and following the Company's branding, image-consent and data protection guidelines.

Training & Development

1. To maintain, or obtain within 6 months of employment, an HSE-approved First Aid at Work qualification, a National Certificate for Personal Licence Holders or equivalent qualification, a CIMSPA Health and Safety Management Certificate and a RLSS AED/Defibrillator Certificate, requalifying in line with best practice and governing body guidance.

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.
2. To maintain awareness of policies and practices within Impulse Leisure, and to be aware of safeguarding matters regarding children, young people and vulnerable groups, reporting any concerns or allegations in accordance with corporate policy and reporting procedures.
3. To promote and maintain a proactive commitment to energy reduction, carbon and environmental management.
4. To wear the correct staff uniform with a name badge at all times, 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 Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
7. To speak positively and enthusiastically about the Company and its services, ensuring a professional company and brand image is maintained at all times with customers and colleagues.
8. To adhere to Company protocol as laid out in the Employee Handbook and any subsequent amendments.
9. At the discretion of the Events Manager / Senior Managers, to undertake any other activities as may from time to time be agreed consistent with the nature of the job described above.
10. Where necessary, to work together with other departments to identify process improvements and improve standards and efficiency.
11. If necessary, 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, Civic Hall 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, late nights, 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 (Events)

INFORMATION FOR CANDIDATES:

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. **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 & Knowledge</u>	1. Excellent organisational skills.	3	A, PA
	2. Able to verbally communicate clearly & effectively with both members of the public, staff at all levels and suppliers	3	I
	3. Able to write clearly, accurately and concisely e.g. customer replies, and reports.	3	A, PA
	4. Computer skills (Microsoft word, Excel, and Outlook) e.g. write reports, event planning, ordering.	3	A, PA
	5. Ability to work as part of a small team as well as on your own initiative.	3	A, I
	6. Knowledge of dealing with events and event management.	2	A, PA
	7. Must be able to effectively manage, plan, co-ordinate and supervise staff e.g. rotas and shift planning.	3	PA
	8. Promote and maintain an awareness of and commitment to equal opportunities and diversity.	3	I
	9. Ability to resolve operational problems while under pressure, as and when they occur, in order to maintain business continuity and service delivery.	3	A
	10. Ability to support promotional activity by providing event information and photography, where required	2	I
	11. Willingness to support the team in maintaining the cleanliness of the venue	2	I
<u>Special Knowledge</u>	1. Knowledge of the events industry	3	A,I
	2. Knowledge of the licensing act and license trade	1	I
	3. Knowledge of the importance of handling confidential information in accordance with GDPR and Data Protection Act	3	I
<u>Experience</u>	1. Previous experience of working a digital till, till reconciliation and recording and monitoring of income.	2	A
	2. Previous experience of working within theatre or hospitality/bar establishments.	2	A, I
	3. Previous experience in a supervisory/management role.	3	A, I

	4. Previous experience of organising events/functions.	1	A, I
	5. Previous experience of bar operation during show or event	2	I
	6. Previous experience of using computerised booking systems and undertaking associated booking administration	2	A, I
<u>Education & Qualifications</u>	1. Valid, current Level 2 National Certificate for Personal Licence Holders or the ability to gain qualification within 6 months of employment.	3	A, C
	2. Current, First Aid at Work certificate, or ability to obtain qualification within 6 months of employment	3	A, C
	3. 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
<u>Other</u>	1. Must be flexible and adaptable with hours, tasks and weekly working patterns (subject to events/functions), which will include evenings and very late nights (i.e. working up to and past midnight until early hours), weekends, bank holidays & early mornings.	3	I
	2. Must be willing and prepared to undertake additional training necessary in order to fulfil the requirements of the role and / or to comply with current and future company initiatives.	3	I
	3. Must be 18 years old or over due to licensing laws.	3	A, C
	4. Able to undertake regular manual handling activities as an integral part of the role in accordance with risk assessments and safe working practices	3	A, I

DUTY MANAGER (EVENTS) QUALIFICATION INFORMATION

Important Information

The Duty Manager (Events) role within Impulse Leisure is required to hold a 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.**

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.

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