

Dear Applicant

WORKFORCE DEVELOPMENT CO-ORDINATOR – (THURROCK, ESSEX)
MINIMUM OF 37 HOURS PER WEEK

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 Home Office 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. **Shortlisting will take place every fortnight 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.*

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 organisation.

Yours sincerely

A handwritten signature in black ink, appearing to read "Lorna Mapson".

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



JOB PROFILE

JOB TITLE:	Workforce Development Co-ordinator
SALARY:	£34,000 per annum
LOCATION:	Based in Thurrock, Essex but will be required to travel to any of the centres, and external meetings, as required.
HOURS OF WORK:	According to the operational needs of the business, with a minimum of 37 hours per week (excluding breaks).
RESPONSIBLE TO:	Human Resources Manager
LIAISON WITH:	All management teams, members of staff, all sections of the Company, external agencies/training bodies, customers, the general public.
JOB PURPOSE:	The Workforce Development Co-ordinator is responsible for co-ordinating, promoting and supporting learning, training and workforce development activities across the organisation. The postholder will work closely with managers, employees and external partners to ensure the organisation has a skilled, qualified and capable workforce. They will support workforce planning initiatives, identify development needs, co-ordinate training and apprenticeship programmes, maintain compliance with training requirements and contribute to the development of career pathways and succession planning activities.

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 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 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.

5. 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.
6. To comply with and ensure all employees as far as reasonably possible within the postholder's control, comply with Impulse Leisure's Customer Care Policy.
7. Adhere to company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
8. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
9. At the discretion of the HR Manager/senior managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
10. If necessary, to travel to and work at any of Impulse Leisure centres consistent with the nature of the post, including external meetings and outreach events as required.

KEY ROLE SPECIFIC RESPONSIBILITIES

Workforce Development

1. Co-ordinate workforce development programmes and initiatives across the organisation.
2. Work with and support managers in identifying workforce development needs, skills gaps and training priorities and implementing appropriate learning and development interventions for employees.
3. Support the development and implementation of workforce development plans aligned to organisational objectives.
4. Assist with succession planning and talent development activities to support future workforce requirements.
5. Promote a culture of continuous professional development across the organisation, including demonstrating 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 workforce development i.e. CIPD.
6. Act as the organisational lead for administration and engagement relating to the CIMSPA Employer Partnership, including maintaining membership requirements, coordinating submissions, promoting opportunities and maximising participation across the workforce.
7. Produce regular workforce development reports, including training compliance, qualification monitoring and workforce development activity, as well as recommendations for managers and senior leaders.
8. Collect, analyse and interpret workforce information to support workforce planning, monitor training compliance, identify trends and risks, and provide reports and recommendations for managers and senior leaders.
9. To assist with maintaining (and in time creating where necessary) efficient and effective administration systems, following procedures for setting up new records and obtaining missing or inaccurate information, validating and filing all necessary documentation, e.g. ensuring all qualification certificates have been provided and identification documentation is relevant and appropriately signed.
10. Provide support to managers and employees on workforce development processes and systems.

Training Co-ordination and Administration

1. Support and lead on the maintenance of Approved Training Centre status (e.g. RLSS, STA) and awarding body requirements and prepare documentation and evidence for audits, inspections and quality assurance reviews and other course administration throughout the training year, as required.
2. Co-ordinate planning, organising, and promotion, including communication and ensuring attendance of staff on in-house and external training programmes, courses, programmes, and development opportunities, ensuring all forms are returned, logged and filed appropriately.
3. To raise and follow up, i.e. ensure/chase payment, any invoices issued to external organisations, partner agencies and approved training service level agreement organisations in relation to course fees, room hire and or any refreshments/catering supplied.
4. Ensure training and workforce development records remain accurate, secure and compliant with GDPR requirements and Awarding Body data retention policies.
5. Monitor mandatory training compliance and proactively report areas of concern.
6. As required, under the direction/guidance of the Human Resources Manager, to research, document and implement any changes to industry or government guidelines in relation to qualification requirements, staff training and on-going competence and workforce development best practice.
7. Maintain accurate records relating to employee qualifications, training and workforce competence, including e-learning platforms (e.g. Tes Develop) as well as ongoing training and competency databases (e.g. Tahdah, Staffmis), ensuring compliance with industry, legal and organisational requirements.
8. Monitor staff training compliance and qualifications and ensure timely renewals of mandatory qualifications, to maintain healthy and safety compliance, e.g. First Aid at Work qualifications.

Apprenticeships and Workforce Entry Programmes

1. Promote apprenticeships and workforce development opportunities as recruitment and talent development solutions.
2. Monitor apprenticeship progress, compliance and completion outcomes.
3. Identify and organise government funded trainee schemes (Apprenticeships) as a method of staff recruitment, external partner agencies and educational establishments when and where required.

Recruitment and HR Support

1. Support recruitment and onboarding activities where linked to workforce development and succession planning objectives.
2. To take an active part in outreach programmes as required, e.g. recruitment fairs, careers events.
3. Assist in responding to HR and training-related enquiries from staff, external agencies, and members of the public via phone, email, video call or in person, as required, and escalate queries where necessary.
4. Develop strong professional relationships with employees, managers, and external stakeholders.
5. Use and maintain IT systems effectively, ensuring data is up to date and processes are followed.
6. Contribute to team projects, ensuring tasks are completed on time.

7. To provide other general administration support to the HR/training/payroll team as required during the course of the working week and to provide cover for colleagues as required, e.g. during annual leave and/or absence.

Professional Conduct

1. Maintain confidentiality and safeguard personal information in line with GDPR/DPA.
2. To respect the confidential nature, and safeguard personal information relating to all persons, in accordance with Company policies/procedures and the Data Protection/ General Data Protection Regulations (GDPR). To not divulge or publish any information, other than to authorised personnel within Impulse Leisure. To not use any information for unofficial purposes.
3. Work collaboratively with the HR Manager to support a consistent and professional workforce development and training function.

The post holder will be required to work at any of the Company's facilities as required, and may be asked to provide cover for colleagues during annual leave, training, or unplanned absences. Occasional evening, weekend or Bank Holiday work may be required to meet service demands. The salary for this post reflects the requirement for flexible 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: Workforce Development Co-ordinator

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>Qualifications & experience</u>	1. Practical experience working in a workforce development role, providing advice and support to managers and staff.	3	A, I
	2. Level 3 qualification in Learning & Development, Human Resources, Business Administration or relevant industry experience.	2	A, C
	3. GCSEs (or min equivalent) including English and Maths	2	A, C
	4. Previous experience of working within leisure, hospitality, education, local government or a customer-focused environment.	2	A
	5. Previous experience of coordinating training courses, learning development and workforce development activities.	2	A, I
	6. Previous experience maintaining records, databases and learning management systems.	2	A, I
	7. Experience working with a wide range of stakeholders.	2	A
	8. Experience in creating and delivering workforce development	3	A, I
	9. Experience of compliance management for statutory and mandatory training.	2	A, I
<u>Skills, knowledge & abilities</u>	1. Ability to provide clear, accurate and pragmatic learning and development advice to managers and staff.	3	A, I
	2. Excellent presentation, written and verbal communication skills.	3	I
	3. Ability to handle sensitive and confidential information with discretion and professionalism.	3	A, I
	4. Strong organisational skills with the ability to manage competing priorities and deadlines.	3	PA
	5. Ability to work independently using own initiative, whilst also contributing effectively as part of a team.	3	I
	6. Competent IT skills across various systems, to include Microsoft applications e.g. database management, time and attendance tracking systems, maintaining computerised records and producing reports.	3	A, PA
	7. Analytical and numeracy skills with the ability to interpret workforce data, identify trends and produce meaningful reports.	3	PA
	8. Well-developed interpersonal skills with the ability to build and	3	A, PA

	maintain effective working relationships with people at all levels.		
	9. Ability to develop and implement workforce development strategies.	3	A, I
	10. Able to project manage workforce development initiatives.	3	I
<u>Special Knowledge</u>	1. Knowledge of CIMSPA professional standards and sector qualifications.	2	I
	2. Knowledge of apprenticeship programmes and government funding rules relevant to leisure and hospitality sectors.	2	I
	3. Sound working knowledge of learning and development principles and practices.	3	I
	4. Understanding of workforce planning principles.	2	I, PA
<u>Other</u>	1. Maintain an awareness of and pro-active commitment to equal opportunities and diversity.	3	I
	2. Flexibility with hours, tasks, and location.	3	I
	3. Professional, positive and proactive approach to work.	3	A, I
	4. Commitment to promoting ongoing continuing professional development (CPD), including own.	3	A, I
	5. Trustworthy and reliable, with a clear understanding and application of confidentiality and compliance with the Data Protection Act/GDPR.	3	I
	6. Willingness to positively engage with company initiatives and adapt to organisational change where required.	3	I
	7. A current driving licence and access to own transport for work-related travel with willingness to travel to different sites and attend external meetings as required.	3	A, I

Although mileage will be paid at the current rate applicable for all mileage solely incurred for business use, i.e. currently the rate determined by the HMRC, the salary for this position is in full recompense for all business associated vehicle insurance and roadworthy vehicle maintenance, which is the sole responsibility, at all times, of the successful post holder.

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