

Dear Applicant

ASPIRING LEISURE PROFESSIONALS (APPRENTICESHIP)
37 HOURS PER WEEK, 18 MONTH FIXED TERM CONTRACT
BLACKSHOTS, BELHUS PARK, OR CORRINGHAM LEISURE CENTRE, THURROCK, ESSEX

Thank you for expressing an interest in the above apprenticeship programme. 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.

Due to the nature of activities undertaken (i.e. regulated activity with children), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment, in accordance with Company Policies.

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](#)**.

Please submit your completed application form as soon as possible. Please note that a selection process will take place every fortnight **initially until Sunday 23rd 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. We will not consider late applications. **Places on this programme are limited and are strictly subject to applicants being able to meet Government funded criteria.**

If you are shortlisted for an interview, you will be contacted directly. 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

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:	Aspiring Leisure Professional (Apprenticeship)
SALARY:	Starting salary from £296.00 per week up to £470.27 - equivalent to £15,442.32 to £24,533.99 per annum, plus excellent benefits <i>(salary subject to meeting defined milestones as your capability and qualifications increase)</i>
HOURS:	37 actual working hours per week, including early mornings, late evenings, weekend and bank holiday working patterns
DURATION:	18-month fixed term contract <i>(on successful completion of the 18-month apprenticeship programme, the Company would expect to be able to offer continued employment and/or further career pathway opportunities, subject of course to the candidate meeting the required standards)</i>
LOCATION:	Blackshots, Belhus Park and Corringham Leisure Centres, Essex
RESPONSIBLE TO:	Centre Manager/Duty Manager/Fitness Manager
LIAISON WITH:	Members of the public, other employees, and assessors
JOB PURPOSE:	1. To undertake training and gain experience/ qualifications in a variety of duties in departments across the industry e.g. poolside, fitness suite etc. 2. To initially learn and then assist in the supervision, control and safety of the public whilst using the facilities of the leisure centres.

KEY CORPORATE RESPONSIBILITIES:

1. Due to the nature of activities undertaken (i.e. regulated activity with children), this post is exempt under the Rehabilitation of Offenders Act. Any provisional offer of employment made will be subject to receipt of a satisfactory enhanced Disclosure and Barring Service (DBS) Certificate, to include an annually renewed DBS Update Service subscription for the purposes of ongoing satisfactory status checks throughout employment.
2. To maintain awareness of policies and practices within Impulse Leisure, and be aware of safeguarding matters regarding children, young people and vulnerable groups. We expect all our employees to report any concerns or allegations in accordance with our corporate policy and reporting procedures
3. To fully comply with and ensure, in conjunction with site management, compliance 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' normal and emergency action plans etc.
4. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
5. 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.
6. To comply with and ensure, in conjunction with site management compliance with Impulse Leisure's Customer Care Policy.

7. To actively ensure, in conjunction with site management, promotion of Equal Opportunities and Diversity and observe the standard of conduct in relation to both employment and service delivery.
8. 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.
9. 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.
10. Adhere to Company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
11. At the discretion of the Centre Management/ Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
12. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
13. To work at and travel to any Impulse Leisure's centres consistent with the nature of the post.

KEY ROLE SPECIFIC RESPONSIBILITIES

1. To initially learn, and in future (subject to qualification/competency), assist/instruct, supervise and motivate swimming lesson/fitness suite attendees. To maintain a safe and enjoyable environment for customers by ensuring the day-to-day operation of the Centre is in accordance with the daily programme of activities and employee duties.
2. To undertake training and gain experience/ qualifications (subject to funding) in a variety of duties in departments across the business i.e. poolside (lifeguard and swimming instruction), fitness suite, reception, café, etc.
3. To initially learn, and in future (subject to competency) assist in the preparation, rig, and de-rig of respective areas of the buildings and equipment in accordance with the programme.
4. To initially learn, and in future (subject to competency) assist in undertaking the recording of pool water tests and immediately report the readings to a Duty Manager.
5. To contribute to corporate initiatives such as the on-going maintenance of QUEST (Quest is the UK Quality Scheme for Sport and Leisure).
6. To initially learn, and in future (subject to competency) maintain all areas of the buildings in a clean and tidy condition – undertaking major cleaning duties on a regular basis as programmed by the departmental Daily Log.
7. To initially learn, and in future (subject to competency) to clean the poolside and pool bottom with pool vacuum, First Aid room, changing rooms, toilet and shower areas and any other areas of the building according the apprenticeship programme, as detailed on the relevant departmental Daily Log.
8. To initially learn, and in future (subject to competency) deal with customer and employee contact effectively and courteously, in line with Impulse Leisure's policies and procedures.
9. To initially learn, and in future (subject to competency) assist in covering reception/ cafe / fitness suites and poolside as and when required.
10. To obtain and subsequently maintain the Royal Life Saving Society's UK National Pool Lifeguard Qualification as directed by the apprenticeship programme, and re-qualify biannually.

11. To attend regular training sessions in order to comply with 10 above, i.e. must attend a minimum of 2-hours training each month, demonstrating a competent standard at all times.
12. Subject to successfully obtaining and maintaining qualification (above), to give trained assistance to centre users in difficulty, and oversee the general safety and behaviour of public and equipment.
13. To commit to undertake tasks identified for the duration of the apprenticeship programme, and gain a portfolio of evidence towards accreditation for your underpinning Level 2 Leisure Team Member Apprenticeship.
14. To undertake any training as directed by the Company, in order to comply with current and future company initiatives, as well as participate in other development activities according to individual need and the needs of the organisation i.e. NPLQ, Level 1 & 2 Swimming Instructor, Level 2 Fitness Instructor, First Aid etc.
15. Personal commitment to continuing professional development (CPD) and to key areas of development for the Company, that will contribute to your learning, and widen your experience within the leisure industry i.e. active membership of CIMSPA and maintaining an annual membership fee is an express term of your continued employment with Impulse Leisure.
16. To provide support in all areas of the business operation that you are qualified/ trained to do so.

The post holder **will** be required to work at any of the Company's facilities 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.

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 post holder, 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 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: Aspiring Leisure Professional (Apprentice)

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 verbally communicate clearly and effectively e.g. deal with customer queries, team meetings, etc.	3	I
	2. Ability to develop skills to rationally think out and resolve problems as and when they occur	2	I
	3. Ability to understand and complete paperwork associated with the role e.g. accident forms, daily checks and have the ability to complete functional skills in English	3	A, I
	4. Basic numeracy skills e.g. able to give change, count stock and have the ability to complete functional skills in Maths	3	A, I
	5. Computer skills, i.e. able to use IT systems and technology	2	A, I
	6. Ability to deliver good customer service	3	I
	7. Ability to prepare, rig and de-rig equipment	3	I
	8. Ability to remain calm during emergencies	3	1
	9. Basic understanding of Health and Safety	3	I
	10. Ability to work as part of a team, as well as on own initiative	3	A, I
	11. Must maintain an awareness of and be committed to equal opportunities and diversity	3	1
	12. Enthusiastic, able to strike a rapport and motivate customers	3	I
	13. Ability to work on set targets and projects	3	I
<u>Education/ Qualifications</u>	1. To hold or have the ability (see below) to obtain the RLSS UK National Pool Lifeguard Qualification (NPLQ) and maintain qualification, within requirements of programme. (**see pre-requisite requirements below)	3	A, PA
	2. Ability to undertake an underpinning Level 2 Leisure Team Member Apprenticeship, inclusive of NPLQ, Level 2 Fitness Instructors Qualification, Level 1 & 2 Swimming Instructors Qualification, and First Aid at Work.	3	I
	3. Current Membership of CIMSPA as an individual or the	2	C

	ability to obtain and maintain membership		
<u>Other</u>	1. Interest in developing a professional career in the leisure industry.	3	A, I
	2. Must be willing and prepared to undertake any additional training in order to fulfil the requirements of the programme and maintain the necessary qualifications	3	1
	3. Trustworthy with respect for confidentiality	3	I
	4. To have a responsible, dedicated, positive 'can-do' attitude to work and learning	3	I
	5. Excellent time keeping and attendance	3	1
	6. Flexible and adaptable with hours, tasks and duties, and must be prepared to work at any of Impulse Leisure Centres consistent with the nature and responsibilities of the apprenticeship programme	3	I

****RLSS National Pool Lifeguard Qualification (NPLQ)**

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

Candidates **must** be at least 16 years of age prior to the start of the course;

Candidates **must** be able to jump/dive into deep water; be able to surface dive without risk to their hearing to the deepest part of the pool (2.8 metres).

Candidates **must** be able to swim 100 metres continually on their front and back in deep water and tread water for 30 seconds.

Swim 50 metres by any front stroke within 60 seconds (in swimming costume only).

Climb out unaided without the use of ladders/steps.

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

Length of course:

Approx 45 hours, which is either undertaken as a one-week intensive course, or alternatively, undertaken over 3 weekends (both Saturday and Sunday)

The course for this vacancy is scheduled 25th – 30th October 2026

Course content:

Upon completion of this course, subject to successfully passing the final practical and written exam, the candidates will hold a full RLSS Generation 10 National Pool Lifeguard Qualification which is valid for 24 months.

On-going training:

Having successfully completed the course, employees are required to undertake 2 hours on-going training each month in line with Impulse Leisure's policies and procedures.

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