



May 2018

Dear Applicant

**FAST TRACK LEISURE MANAGEMENT SCHEME (THURROCK, ESSEX)
37 HOURS PER WEEK, PERMANENT**

Thank you for expressing an interest in the above vacancies.

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 within the Asylum, Immigration and Nationality Act 2006, if you are short-listed and invited to attend a further competitive selection process, you must be able to produce **original** document/s from either **List A** or **List B** of the **Approved Documents List**, 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.

Please submit your completed application form as soon as possible. **Please note that a selection process will take place every Friday initially until 17th June 2018** - we will not consider late applications. **Previous applicants need not apply.**

If you are shortlisted for an interview, you will be contacted after the closing date. If you have not heard from us within one month of the closing date, please assume that you have been unsuccessful. In the interest of economy we do not acknowledge receipt of applications.

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lorna Mapson', with a horizontal line drawn underneath it.

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



JOB PROFILE

JOB TITLE:	Fast Track Leisure Management Scheme (underpinned by supervisory management training scheme i.e. Level 2 Diploma in Team Leading, inclusive of industry technical qualifications – see below)
LOCATIONS:	Thurrock, Essex
HOURS:	37 hours per week, full-time permanent – to include Leisure Attendant (Lifeguard) duties on shift once qualified (hours to include early mornings, late evenings, weekend and bank holiday working patterns)
SALARY:	from £15,917 (£17,917 on obtainment of technical qualifications) - £19,817 per annum Requirement to train for National Pool Lifeguard Qualification, Pool Plant Operators, First Aid at Work, and Health and Safety Management. Full training will be provided – subject to training agreement. Starting salary will be increased by £500 for each qualification that the successful candidate already holds, or will increase accordingly on successful completion)
RESPONSIBLE TO:	Centre Manager / Assistant Centre Manager / Duty Managers on a day to day basis/ Assessors
RESPONSIBLE FOR:	All employees under his/her day to day supervision and members of the public at the centre whilst on duty.
LIAISON WITH:	Members of staff, all sections of the department, external agencies, customers and the general public.
PURPOSE OF JOB:	<ol style="list-style-type: none">1. To initially learn, and in future (subject to qualification/ competency) ensure the effective and efficient running of the centre and to deal with situations as they arise on a day to day basis in line with Company Policies.2. To provide a quality support to the Duty Manager Team to ensure tasks are completed within deadlines.3. Provide assistance in the supervision and development of the Leisure Attendant Team.

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, in accordance with Company Policies.
2. 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.
3. To promote and maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.
4. 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.
5. To comply with and ensure all employees under his/her supervision comply with Impulse Leisure's Customer Care Policy.
6. 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.

7. 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.
8. 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.
9. Adhere to company protocol as laid out in the Employee Handbook, and subsequent changes/additions that may be issued from time to time.
10. At the discretion of the Centre Managers / Senior Managers, any other activities as may from time to time be agreed consistent with the nature of the job described above.
11. Where necessary and required, to work together with other departments within the organisation to identify any process improvements and improve standards and efficiency.
12. If necessary, also to work at any Impulse Leisure's centres consistent with the nature of the post.

KEY ROLE SPECIFIC RESPONSIBILITIES

Customer Care

1. To proactively identify and rectify potential day to day customer care issues.
2. To initially assist in, and then in the future, ensure all customer comments / issues are dealt with appropriate care and attention and in line with the Customer Care Charter/Policy.
3. To treat everyone with respect and dignity in all circumstances.

Health & Safety

1. To initially assist in, and then in future, ensure all staff under day to day supervision of the post holder 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.
2. To ensure all work practices are completed in a safe manner. Where this is impossible, in conjunction with the Duty Manager/ Centre Manager to close / prevent any activity from taking place that is unsafe until a safe method of work can be implemented.

Human Resources

1. To initially assist in, and then in future, to ensure that all staff under the post holders control understand and work to Company policies and procedures.
2. To initially assist in, and then in future, provide mentoring, support and guidance to all staff under supervision of the post holder to encourage and inspire them to achieve their potential.

Operational

1. To initially assist in, and then in future, to undertake the locking, unlocking and security of the premises and to participate in an out-of-hours and call-out rota for alarm activations etc.
2. To undertake cleaning tasks in line with the site cleaning schedules to ensure all areas of the site are clean and presentable for customers to use.
3. To undertake the required Daily Facility Checks and site inspections to ensure the site is safe and fit for use by staff and customers, ensuring proactive remedial works are taken with appropriate levels of urgency to repair any damage to the building or equipment.
4. To assist the Duty Management Team in managing the operational aspects of the site, to ensuring all planned preventive maintenance of equipment is undertaken to ensure the continual operation and service of the building and the equipment within.

Staff Supervision

1. To initially assist the Duty Management team in the supervision and development of all Leisure attendants, including performance monitoring & compliance with Company procedures.
2. To initially assist the Duty Management team in ensuring the Leisure Attendants follow their allocation of rotations, cleaning schedules and code of conduct.
3. To initially assist in and then in future, undertake training of staff as required ensuring staff under supervision of the post holder are fully aware of the standards expected of them.
4. To assist in enforcing Company policies to staff under supervision of the post holder and take action as required with staff who fail to comply in conjunction with the Duty Manager/ Centre Manager,.

Finance

1. To initially assist in, and then in future, undertake cash handling including the cashing up of the tills and take accountability for all the monies in the safe during your shift.

2. To accurately complete the banking sheet after cashing up the tills.
3. To actively seek to find the solution to any variances in the banking at the point of cashing up, any unexplainable variances need to be discussed with the Centre Manager immediately.

Training

1. To obtain (within 6 months of employment) and subsequently maintain, the Royal Life Saving Society's UK National Pool Lifeguard Qualification or similar Life Saving qualification as directed by the organisation, and re-qualify biannually.
2. To attend all CPD regular training sessions in compliance with the conditions of your qualifications, i.e. attend currently 2-hours NPLQ training each month in line with current Company policy, demonstrating a competent standard at all times.
3. To obtain (within 6 months of employment) and subsequently maintain, a HSE Approved First Aid at Work Qualification, a Pool Plant Operators Certificate, a CIMSPA Health and Safety Management Certificate, and a RLSS AED/Defibrillator Certificate as directed by the organisation, and to re-qualify in line with best practice and/or governing body guidance.
4. To commit to undertake tasks identified for the duration of the programme, and gain a portfolio of evidence towards accreditation for a Level 2 Diploma in Team Leading.
5. 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.

Quality Management

1. To assist the site's Management team in the management and review of the Quality Management System in line with Quest guidelines and benchmarking information.
2. To use time management skills to ensure all tasks are completed accurately, as per instruction and to the provided deadline.

Other

1. To assist in the promotion of facilities and services offered at the centre.
2. To accept specific responsibility as delegated for areas of development in such fields as Quality, Technical, Human Resources, Marketing, Programming and Health and Safety.
3. When required to work at any of the Leisure sites to shadow / assist / cover the Duty Management Team for personal development purposes.

The post holder **will** be required to work at any of the Company's facilities (Blackshots, Belhus Park or Corringham Leisure Centres) as required, and will be required to stand in for staff on annual leave, training courses, etc., or at short notice in the event of, for example, illness. To obtain maximum efficiency the post holder will be involved in a rota of hours, which can vary according to the programme.

The normal working hours inevitably contain an unsociable element that involves evenings, weekends and Bank Holidays worked on a rota basis and subject to regular reviews in order to improve efficiency and address the total demands of the service. The salary of the post has been determined as complete recompense for the above working arrangements.

Note: This document does not constitute an exhaustive list of all duties relating to the post, but indicates the main areas of activity. From time to time it may be necessary to vary the duties, in consultation with the postholder, to take account of changing operational requirements, the introduction of different working methods, etc..

In the course of your duties you may have knowledge of, or access to information that is confidential. It is essential that such information is safeguarded in accordance with the Data Protection Act 1998; it should not be published or divulged other than to authorised personnel, or used for any unofficial purposes. In cases of doubt about what is confidential or who is authorised, your manager must be consulted.



PERSON SPECIFICATION

JOB TITLE: Fast Track Leisure Management Scheme

INFORMATION FOR APPLICANTS:

The person specification provides an outline of the experience, skills and abilities we expect the successful candidate to possess. You should match your own skills, experience, and abilities to those listed below. **You must tell us in what way you meet the criteria asked for; a sentence or two of explanation with examples will help us to assess your application.**

Applicants with a declared disability will be guaranteed an interview where they score at least 2 (out of a 0-3 scale) on each of the criteria weighted with High Importance, i.e. score of 2 multiplied by the criteria weighted 3 = 6.

Key: A – Application; C – Certificates; I – Interview; PA – Practical Assessment

***Weighting Scale:** 3 – High Importance 2 – Medium Importance 1 – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
<u>Skills, Abilities and Knowledge</u>	1. Ability to resolve operational problems while under pressure, as and when they occur, in order to maintain business continuity and service delivery	3	A, PA
	2. Able to verbally communicate, clearly and effectively, with both members of the public and staff members at all levels e.g. meetings, one-to-one conversations, customer concerns	3	A, PA
	3. Able to write clearly, accurately and concisely e.g. coursework, reports, customer responses.	3	A, PA
	4. Ability to work as part of a team, as well as on your own initiative	3	I
	5. Ability to deliver excellent customer service	3	PA
	6. Ability to remain calm during emergencies	3	PA
	7. Computer skills, e.g. Microsoft Word, Excel or equivalent e.g. coursework, write reports, budget monitoring, customer letters	2	A
	8. Maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management	3	I
	9. Promote and maintain an awareness of and commitment to equal opportunities and diversity	3	I
	10. Ability to mentor other staff members to help them develop and improve within their job role	2	I
	11. Ability to supervise staff to ensure set tasks are completed in line with allocated schedules	2	A, PA
	12. Ability to manage own time to complete tasks within set deadlines	3	PA
<u>Special Knowledge</u>	1. Understanding of Health and Safety issues and best practice	2	A, I
	2. Understanding of how implementing risk assessments and working instructions ensures safe working conditions	2	I
	3. Working knowledge of pool plant room	2	A, I
	4. People management/human resource skills & knowledge	2	A, I

	5. Knowledge/understanding of Quest	1	1
<u>Experience</u>	1. Previous experience of working as a pool Lifeguard	2	A
	2. Experience of dealing with customer complaints and issues and helping to resolve the issue	3	A
	3. Working knowledge of reception/ticket office	2	A
	4. Working Knowledge of Membership till systems e.g. MRM Plus 2	1	A
	5. Previous experience acting as a Duty Manager, or at a similar level e.g. plan rotas, conduct team briefings	1	A
<u>Education/Qualification</u>	1. To hold or have the ability to obtain the RLSS UK National Pool Lifeguard Qualification and maintain qualification, within requirements of scheme.	3	A, C, PA
	2. Current Pool Plant Operators certificate, or ability to obtain qualification with 6 months of employment	3	A, C
	3. Current, First Aid at Work certificate, or ability to obtain qualification within 6 months of employment	3	A, C
	4. CIMSPA Health and Safety Management or equivalent, or ability to obtain qualification within 6 months of employment	3	A, C
	5. Current RLSS AED/Defibrillator Certificate, or ability to obtain qualification within 6 months of employment	3	A, C
	6. Current Membership of CIMSPA as an individual or the ability to obtain and maintain membership	3	A, C
	7. To have the ability to undertake a Level 2 Diploma in Team Leading	3	1
<u>Other</u>	1. Interest in developing a career in the leisure industry/supervisory management	3	A, 1
	2. 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 supervisory management scheme	3	1
	3. Must be willing and prepared to undertake additional training necessary in order to fulfil the requirements of the scheme, and maintain the necessary qualifications	3	1
	4. Trustworthy with respect for confidentiality	3	1
	5. To have a responsible, dedicated, positive 'can-do' attitude to work and continuing professional development	3	1
	6. Relevant coaching awards, e.g. swim instructor	1	A, C

FAST TRACK LEISURE MANAGEMENT SCHEME - QUALIFICATION INFORMATION

Important Information

Those undertaking the Fast Track Leisure Management Scheme within Impulse Leisure are required to hold a RLSS National Pool Lifeguard Qualification, First Aid at Work Certificate (FAW), Pool Plant Operators Certificate (PPO), CIMSPA Health and Safety Management (or equivalent) and a 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.**

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 scheme, 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

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)

Course content:

The NPLQ is divided into two units. Unit 1 covers the principles of working as a pool lifeguard and trains a range of lifesaving skills as they relate to rescue in a range of common emergency situations that could occur in any pool. Unit 2 covers the application of the Unit 1 skills and knowledge in a work related environment (RLSS, 2006). Upon completion of this course, subject to successfully passing the final practical and oral exam, the candidates will hold a full 8th Edition National Pool Lifeguard qualification inclusive of both unit 1 & unit 2, which are 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.

National Pool Plant Operators Certificate

Course Prerequisites:

You must be at least 18 years of age at the start of the course.

There is a pre course preparation sheet which is required to be completed prior to the course. This is to be taken on the first day of the course for initial discussions with the course tutor.

Length of course:

3 days

Course content:

- Swimming pool hygiene
- Water supplies and treatment
- Pollution and infection
- Circulation and filtration
- Health and safety
- Chlorine chemistry
- Disinfection
- pH, alkalinity and balanced water
- Water testing and diagnosis
- Chemical dosing and control
- Heating, ventilation and energy management

Assessment

Candidates complete a multiple choice test at the end of the course and then a work based assignment which they will have THREE weeks to complete and return to the IoS.

First Aid at Work Certificate (HSE Approved Course)

Course Prerequisites: None.

Length of course: 3 days.

Course content:

A range of subjects are covered in:

- Legalities, responsibilities and reporting
- Heart attacks
- Dealing with an unresponsive casualty
- Eye injuries
- Fractures and spinal injuries
- Choking
- Control of bleeding
- Chest injuries
- Assessment of the situation
- Diabetes
- Shock (including Anaphylaxis)
- Asthma
- Head injuries
- Poisoning
- Sprains and strains
- Stroke
- Burns
- Epilepsy
- Resuscitation
- Bandaging

Course duration:

This course runs over 18 hours spread over at least 3 days.

Assessment method: Summative practical assessment is on-going by the instructor each day, along with a written assessment on each day.

CIMSPA Health & Safety Management Certificate

Course Prerequisites: None.

Length of course: 3 days.

Course content:

On successful completion of the training, delegates will be able to:

- Explain the key components of a health and safety management system.
- Understand the legal framework within the UK, the sources and importance of health and safety information, law enforcement and the difference between criminal and civil law.
- Compile risk assessments and accompanying written procedures in key operational areas and advise upon facility maintenance and the safe use of contractors.
- Describe the key requirements of current legislation that is relevant to the sport and physical activity sector.
- Supervise and manage health and safety in their workplace more effectively.

Assessment:

It is assessed by a 50 question multiple choice examination at the end of the course.

RLSS AED (Automated External Defibrillator) Certificate

Course Prerequisites: National Pool Lifeguard Qualification, First Aid at Work or Emergency First Aid at Work

Length of course: ½ day.

Course content:

- | | |
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| <ul style="list-style-type: none">• Priorities of casualty management• Chain of survival• Cardiac arrest• Airway management• CPR• Guidelines for use of an AED• Placement of pads• Using an AED in a swimming pool environment• Use of oxygen• AED flowcharts• Minimising interruption to chest compressions | <ul style="list-style-type: none">• Children and AED• Safety when using an AED• What to store with an AED• Managing regurgitation• Recovery position |
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Assessment:

On-going tutor assessment.

