



December 2018

Dear Applicant

**DUTY MANAGER (CIVIC HALL)**  
**CIVIC HALL, ADJACENT TO BLACKSHOTS LEISURE CENTRE (THURROCK, ESSEX)**

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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 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.

Please submit your completed application form as soon as possible. **Please note that a selection process will take place every Friday initially until 13<sup>th</sup> January 2018** - we will not consider late 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 Candidate Privacy Notice which is included in this paperwork.

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. **Previous applicants need not apply.**

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", is written over a horizontal line.

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



# JOB PROFILE

<b>JOB TITLE:</b>	Duty Manager
<b>LOCATIONS:</b>	Civic Hall (Thurrock, Essex)
<b>HOURS:</b>	37 hour per week, permanent - variable 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, all as required to meet the operational needs of the business
<b>SALARY:</b>	£19,442 – £21,198 per annum  Must be 18 years of age due to licensing laws. <i>(Requirement to obtain Health &amp; Safety Management, First Aid at Work, Personal Licence and (AED) Automated External Defibrillator Certificate/s within 6 months of employment. Full training will be provided for successful candidate who does not already hold these qualifications – subject to training agreement/s).</i>
<b>RESPONSIBLE TO:</b>	Civic Hall Manager
<b>RESPONSIBLE FOR:</b>	All employees under his/her day to day supervision and members of the public at the venue/ centre whilst on duty.
<b>LIAISON WITH:</b>	Members of staff, all sections of the department, external agencies, customers and the general public.
<b>PURPOSE OF JOB:</b>	<ol style="list-style-type: none"><li>1. To ensure the effective and efficient running of the Civic Hall and to deal with situations as they arise on a day-to-day basis in line with company policies.</li><li>2. To provide a safe and pleasant working environment and experience to staff and customers.</li><li>3. To assist the Civic Hall Manager in developing the Civic Hall's customer focus and event programme.</li><li>4. To play an important part of the smooth, efficient operation of the bar, stage and technical facilities and co-ordinate the requirements in accordance with the hirer and/or artiste(s).</li></ol>

## **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 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 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. 4. 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 i.e. CIMSPA.
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 Civic Hall Manager/ 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 of Impulse Leisure's centres consistent with the nature of the post.

### **KEY ROLE SPECIFIC RESPONSIBILITIES**

#### Customer Care

1. To proactively identify and rectify potential and actual customer care issues with minimal disruption.
2. To 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 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 Civic Hall 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 provide mentoring, support and guidance to all staff to encourage and inspire them to achieve their potential. However, should things not go right, ensure accurate corrective methods are used such as file notes and informal discussions in line with company policy.
2. To ensure all staff adhere to the relevant legislation in particular legislation relating to health, safety and hygiene within the Bar areas. This includes approved cleaning schedules.
3. To ensure that all staff under the post holders supervision understand and work to company policies and procedures.
4. To monitor, supervise and cover staff annual leave and sickness in line with Impulse Leisure policies and procedures.
5. To plan, co-ordinate and supervise staff to include planning of shift rotas, taking into consideration sickness, annual leave cover and any programmed events or functions.

#### Operational

1. To act as Duty Manager, being responsible for the smooth running and operation of all areas within the venue including technical, operations, front of house and bar, and to supervise all staff whilst on duty.
2. To undertake cleaning tasks in line with the site cleaning schedules to ensure all areas of the site are clean and presentable/prepared for customers to use as dictated to by the customers requirements.
3. To ensure that all areas of the building, including equipment, are available for customers use as dictated by the facilities programme, including the rigging and de-rigging of the facility and ensure that the highest possible standards of cleanliness are maintained at all times.

4. To act as Licensee, responsible for endorsing and adhering to the legal requirements with regard to the Premises Licence.
5. To assist the Civic Hall Manager with event planning and to manage each event whilst on duty.
6. To deal with all venue enquiries and bookings whilst on duty.
7. 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.
8. 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.
9. To provide technical support and advice for all areas within the venue at all functions and events.
10. To demonstrate flair and creativity regarding technical theatre and problem solving.
11. To place orders, as required, for all consumables to ensure that the Civic Hall has sufficient stocks of all necessary materials.

#### Staff Supervision

1. To supervise and develop all Civic Hall staff, including performance monitoring & compliance with Company procedures.
2. To ensure all Civic Hall staff follow their allocation of rotations, cleaning schedules and code of conduct.
3. To undertake training of staff as required ensuring staff under supervision of the post holder are fully aware of the standards expected of them.

#### Finance

1. To accurately reconcile the tills whilst maintaining accurate readings and records on the banking sheets and bank books.
2. To be responsible for the accurate handling of cash and reconciling the tills in accordance with all financial procedures.
3. To be responsible for the audit procedures in relation to the collection of cash via the sites operations.
4. To assist staff under the post holders control in actively seeking 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 Civic Hall Manager at the earliest opportunity.
5. To maintain the profitability levels of the department by constant management and control of the core elements; income, expenditure and staffing.

#### Training

1. To maintain, or obtain within 6-months of employment, a HSE approved First Aid at Work qualification, a National Certificate for Personal Licence Holders (and valid Personal Licence), 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.
2. 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.

#### Quality Management

1. To assist the site's Management team in the management and review of the Quality Management System, food standards 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 venue.
2. To accept specific responsibility as delegated for areas of development in such fields as Quality, Technical, Bar, Operations, Human Resources, Marketing, Programming and Health and Safety.

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, 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 (Civic Hall)

## 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 I – Low Importance

CATEGORY	CRITERIA	WEIGHTING (*SEE ABOVE)	HOW ASSESSED (SEE 'KEY' ABOVE)
<b><u>Skills, Abilities &amp; Knowledge</u></b>	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. licence law policies, staff rotas 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 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. Maintain an awareness of and proactive commitment to energy reduction, carbon and environmental management.	3	I
<b><u>Special Knowledge</u></b>	1. Knowledge of the events industry	3	I
	2. Knowledge of the licensing act and license trade	3	I
	3. Knowledge of industry recognised quality standard awards	I	A
<b><u>Experience</u></b>	1. Previous experience of cash handling, till reconciliation and recording and monitoring of income.	3	A, I
	2. Previous experience of working within theatre or hospitality/bar establishments.	3	A, I
	3. Previous experience in a supervisory/management role.	3	A, I
	4. Previous experience of using electronic till systems.	2	A
	5. Previous experience of organising events/functions.	2	A, I
	6. Previous experience of bar operation during show or event	3	A, I
	7. Previous experience of venue cleaning and maintenance	3	A, I

<b><u>Education &amp; Qualifications</u></b>	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. Valid Personal Licence or ability to gain within 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 & Safety Management Certificate (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 membership prior to commencement of employment (at individual cost)	3	A, C
	7. Active membership of CIMSPA as an individual or the ability to obtain and maintain membership	3	A, C
<b><u>Other</u></b>	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. Ability to undertake lifting and carrying duties.	3	A, I

## **DUTY MANAGER (CIVIC HALL) QUALIFICATION INFORMATION**

### **Important Information**

**Duty Managers (Civic Hall) within Impulse Leisure are required to hold a Level 2 Award for Personal Licence Holders and successfully obtain a Personal Licence (via application), First Aid at Work Certificate (FAW), a CIMSPA Health & Safety Management Certificate (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.**

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### **Level 2 Award for Personal License 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:

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 40 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:

- 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
- Children and AED
- Safety when using an AED
- What to store with an AED
- Managing regurgitation
- Recovery position

Assessment:

On-going tutor assessment.

