



Part Time Receptionist ptr006
Honiton Swimming Pool

Leisure East Devon Ltd
Bicton College
East Budleigh
Budleigh Salterton
Devon
EX9 7BY

Tel: (01395) 562500

INFORMATION LETTER

Leisure East Devon Ltd was established on 1st January 2006 as a charitable Industrial & Provident Society.

LED provides a range of diverse cultural, sporting and physical activities throughout the district in the sectors of indoor and outdoor sports, swimming, exercise and health, children’s play schemes, educational Programmes, sporting and cultural events and the performing arts.

LED plans to further develop the scope and range of its services.

LED currently leases the following facilities from the district council:

- Axminster sports centre
- Broadclyst sports centre
- Colyton sports centre
- Exmouth sports centre
- Honiton sports centre
- Ottery St Mary sports centre
- Sidmouth sports centre
- Sidmouth swimming pool
- Exmouth Tennis & Leisure
- Exmouth Pavilion

Our small head office is based at Bicton College, East Budleigh.

Organisation

Leisure East Devon is managed by paid employees and volunteers.

Board	Voluntary Company Trustees drawn from the community, including two staff representatives and two representatives from East Devon District Council
Executive	Chief Executive, Head of Finance, Head of Business Development & Marketing, Head of Operations
Operations	Facility Managers, Facility Management Teams, Community Development Team

‘LED is committed to equal opportunities in employment and service delivery. We are only interested in your ability to the job’.

Procedures have been established to monitor the implementation of equality measures and data provided by applicants (on the tear-off sheet of the Application Form) will be retained, on computer or other records, by Human Resources. The data will be used for the specific purpose for which it is collected. It is not referred to or used during any part of the selection process.

Applications

Any false statement as to qualification or made in connection with an appointment will disqualify the applicant from appointment and, in any instance where employment has commenced before the disqualification is known, services will be terminated.

General Advice to all Applicants

If you are appointed to the post and you are in receipt of Benefit such as Housing and/or Council Tax Benefit (from this or any other council), Tax Credits or any Benefit from the Department of Work and Pensions, it is your responsibility to inform all of the organisations involved that your circumstances have changed. Failure to do so could result in an overpayment of Benefit resulting in recovery action being taken and/or prosecution under the Social Security Administration (Fraud) Act 1997.

Medical Assessment

Appointment is subject to satisfactory medical assessment/examination by the Wellbeing@Work Occupational Health Service and the successful candidate will be sent a Health Questionnaire for completion and submission directly to them. It is confirmed that LED does not receive a copy of the completed Health Questionnaire and that the assessment relates (only) to employment in the particular post.

Employment of Ex-Offenders

Appointment to this **post is** subject to "Disclosure" - see attached Policy Statement.

Qualifications / Examination Certificates

Candidates called for interview should bring originals of all certificates to their interview.

Pension

Generally speaking, all employees who are employed for more than 3 months, over the age of 16 years are able to join the Company Pension Scheme. Details of which will be provided on appointment.

References

Appointment to this post will be subject to references being taken up. You will be required to supply the names and addresses of two people who are able to provide references relating to your experience and suitability for this post. One must be your present employer or most recent employer.

Completed Application Forms should be returned to H.R. Department, Leisure East Devon Ltd, Bicton College, East Budleigh, Budleigh Salterton EX9 7BY. On-line applications may be forwarded via the website. The closing date for this post is the 3rd September 2010 and acknowledgement of receipt will be sent to those applicants enclosing a stamped addressed envelope. Please Note: Curriculum Vitae may be enclosed but only in addition to an Application Form.

We would also advise that the Applications forms of unsuccessful applicants are retained for 6 months and that those of successful candidates are retained throughout the period of employment and for a reasonable time thereafter.

Thank you for responding to our advertisement. If you have any questions please email hr@ledleisure.co.uk

JOB DESCRIPTION

Post title and number	P/T Receptionist
Service	Leisure East Devon Ltd
Team	Honiton Sports Centre
Grade	Scale 2 [All Inclusive Salary]
Responsible to	Facility Managers, Duty Managers
Responsible for	No supervisory responsibility

Special: DISCLOSURE applies

This post is exempt from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of Disclosure (check of all criminal records).

Job purpose

Assist with the safe and efficient running of the Sidmouth Sports Centre with specific responsibilities for customer service at reception.

Key activities

1. Assist with the supervision and control the use of the facility by organisations and individuals.
2. Assist duty staff with the administration of the facility including responsibility for till, bookings, and membership administration together with general and telephone enquiries.
3. Assist duty staff in achieving high levels of customer service in the reception, bar and catering areas as applicable.
4. **Contribute to reports for Trustees, Executive Management Team and partner working groups to consider on issues relating to the Leisure East Devon.**
5. **Contribute to the performance of the Team through the service planning, annual appraisal and team meeting processes.**
6. **Support the Manager in making sure Leisure East Devon Ltd offers a customer focused service and strives to be innovative in its search for continuous improvement.**
7. **Contribute to and help promote positive communication across the organization, constructive relationships and effective staff feedback methods.**
8. **Attend meetings as required (you may need to attend evening meetings).**
9. **Comply with the Trust's Constitution and policies.**
10. **Perform any other relevant activities decided by the Sports Centre Manager.**

All Trust staff have the activities highlighted in bold included in their job descriptions.

This job description was reviewed in March 2010 by the Head of Operations.

SPECIAL CONDITIONS

Hours

- a) The work arrangement, to be agreed by the manager will reflect the shift requirements of the position. The shift arrangements may include evening and weekend and public holiday/extra statutory duties, these being reflected in the grading described below.
- b) If overtime working is required (over and above the average of 37 hours per week) then either you will be paid at the appropriate overtime rate or granted T.O.I.L. (time-off-in-lieu); the precise arrangement, to reflect operational demands, to be advised to you, at the time, by the Manager.

Training

You are reminded of both the Trust's and your responsibility to comply with safe working practices, which will include attendance at training sessions as outlined in the training summary for Sports Centre staff. We will endeavor to arrange these sessions during your normal working arrangement but there will inevitably be occasions when this is impractical. Where this is the case, you will be given reasonable notice of the need for you to attend at time outside of your normal work pattern.

PART-TIME SPORTS CENTRE RECEPTIONIST

Job title and post number: Part Time Receptionist

Grade: Scale 2
£7.64 - £8.01 per hour

Service: Leisure East Devon Limited

Location: Honiton Sports Centre

Category	Requirements	Essential (E)/ Desirable (D)	Method of Assessment (Application Form/Interview/ Psychometric Testing)
Education/Training	1. Good General Education	D	Application form/
Experience	2. Evidence of practical experience in one or more areas of activities in the job description.	E	Application form/interview
	3. Clerical or administrative experience	D	Application / Interview
Knowledge	4. An understanding of current issues in Leisure.	D	Interview
Skills/Abilities	5. Accuracy and attention to detail, particularly when working to tight deadlines.	E	Interview
	6. Ability to work on own initiative as well as part of a team.	E	Interview
	7. Ability to communicate clearly (orally and in writing)	E	Interview
	8. Good Telephone Manner	E	Interview
Personal qualities and attributes	9. Motivated with the ability to listen to, work well with, and be respectful to others and committed to being	E	Interview

Category	Requirements	Essential (E)/ Desirable (D)	Method of Assessment (Application Form/Interview/ Psychometric Testing)
	<p>a team player.</p> <p>10. Ability to show empathy with the public and their perceptions.</p> <p>11. Discretion</p> <p>12. Calm under pressure</p> <p>13. Trustworthy</p> <p>14. 1st Aid qualification</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Other relevant factors	<p>15. Willingness to work non-standard hours on occasions.</p> <p>16. Commitment to equal opportunities.</p> <p>17. Ability to work in a non-smoking environment.</p> <p>18. Physically fit</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview / Occupational Health Questionnaire</p>

All Leisure East Devon's staff have the activities highlighted in bold included in their person specification.

Head of Operations reviewed this person specification in March 2010.

Policy statement on the employment of ex-offenders and procedures for the effective use of criminal records disclosures as part of the recruitment and selection process

Policy Statement

Leisure East Devon Ltd is working towards equality of opportunity and welcomes applications for employment from all candidates.

Information for employees and potential employees

1. We recognise that employing ex-offenders can help to prevent re-offending and we will observe guidance issued, or supported, by the Criminal Records Bureau (CRB).
2. We will co-operate with the CRB and enable them to undertake assurance checks and will report any suspected malpractice or suspected offences relating to the misuse of information.
3. Application forms will exclude questions about criminal offences.
4. Only candidates called for interview will be asked questions about their criminal records. The questions will include disclosure of spent convictions only when applying for a post which is *excepted* by the Rehabilitation of Offenders Act (as amended). Otherwise, you will be asked to declare unspent convictions only.
5. We will advise all applicants, in advance, if the post advertised is *excepted* from the Rehabilitation of Offenders Act (as amended) and will request a check (disclosure) of criminal records before an appointment is confirmed. The fee for the disclosure by the Criminal Records Bureau (CRB), Liverpool, will be paid by the Leisure East Devon Ltd.
6. Having a conviction will not necessarily bar you from employment with us as we will assess the relevance of any conviction to the particular post for which you apply. This assessment will include consideration of the nature of the work and the working environment.
7. Information on convictions will be kept strictly confidential and on a need-to-know basis.
8. Records showing details of convictions will be destroyed 6 months after they are used for decision-making purposes. The 6 month period is to allow time for any challenge.

Notes

“Rehabilitation periods”

The Rehabilitation of Offenders Act (ROA) (as amended) refers to periods of “rehabilitation” after which a sentence is considered “spent”. Rehabilitation periods vary according to the original sentence and age. For example, for a person aged 18 or over sentenced to imprisonment for a period of between 6 months and 2½ years the period to become “rehabilitated” is 10 years. The period for a person aged 17 or under, sentenced to the same period of imprisonment, is 5 years.

Suspended sentences (treated as having taken effect) are treated the same as for a custodial sentence.

“Spent convictions”

Once a conviction is “spent” the rehabilitated person normally does not have to reveal its existence in most circumstances and can answer “NO” to the question “Do you have a criminal record?”

“Exceptions”

Whilst the “spent” provision normally applies, there are certain occupations which are excepted (see below) including working in positions of trust with children and other vulnerable groups; the intention of which is to ensure that they are protected from those in positions over them. No exceptions apply to “unspent” convictions and candidates for all appointments can be asked to disclose such convictions.

“Unspent convictions” (no exceptions)

Unspent convictions are custodial sentences of more than 2½ years. They are also those sentences of less than 2½ years where the rehabilitation period has not yet expired.

“Disclosure”

Is a means of checking criminal records which is carried out by the Criminal Records Bureau (CRB), Liverpool. Any offer of appointment to an “excepted” post is subject to disclosure and satisfactory outcome of assessment.

Examples of the exceptions include those listed below but, in any event, we undertaken to advise all applicants (see also Job Description) when an advertised post is “excepted” and subject to “disclosure”.

Examples of excepted occupations include:

Any employment or other work which is concerned with the provision of care service to vulnerable adults and which is of such a kind to enable the holder of that employment or the person engaged in that work to have access to vulnerable adults of such services in the course of his normal duties.

Employment concerned with the provision to persons under 18 of accommodation, care, leisure and recreational facilities, schooling, supervision or training.