



Apprentice Customer Service Assistant  
(Hospitality Team Member Apprenticeship)

Ocean, Exmouth  
Ref: LEDcsa001

LED Leisure Enterprises Ltd  
Unit 16A  
Woodbury Business Park  
Woodbury  
Exeter  
EX5 1AY

Tel: 01395 562500



## INFORMATION LETTER

LED Leisure Management Ltd (trading name LED) was established on 1st January 2006 as an exempt charity whose registered office is: Unit 16A, Woodbury Business Park, Woodbury EX5 1AY. LED is a community benefit society registered under the Cooperative and Community Benefit Society Act 2014 under registration number 30029R and with HMRC charity registration number EW03089.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd (Company reference number 06717770), and was established in March 2015 to undertake trading on a commercial footing raising funds for the parent charity.

The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

LED provides a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset 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 East Devon District Council:

- Axminster Leisure Centre
- Broadclyst Leisure Centre
- Coburg Fields
- Colyton Leisure Centre
- Exmouth Leisure Centre
- Exmouth Pavilion
- Exmouth Tennis & Fitness Centre
- Honiton Leisure Centre
- Ottery St Mary Leisure Centre
- Phear Park
- Seafeld Gardens
- Sidmouth Leisure Centre
- Sidmouth Swimming Pool

And from South Somerset District Council:

- Goldenstones Leisure Centre
- Wincanton Sports Centre
- Westlands Sport Centre

Other Facilities:

- Ocean, Exmouth
- Seaton Fitness Centre
- Buckler's Mead Leisure Centre

### Organisation

LED is managed by paid employees and voluntary Trustees.

Board	Voluntary Company Trustees drawn from the community, including two staff nominees and representatives from East Devon District Council & South Somerset District Council
Executive	Chief Executive, Head of Finance, Head of Marketing & Sales and Head of Customer Services
Operations	Area Managers, Management Teams, Community Development Team

**'LED actively encourages job applications from all members of the community. We are committed to equal opportunities in employment and service delivery. We are only interested in your ability to do 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.

### **Recruitment Data Protection Policy & Privacy Notice**

Please refer to the website: [www.ledleisure.co.uk](http://www.ledleisure.co.uk) for the Recruitment Data Protection Policy and Privacy Notice relating to applications.

### **General Advice to all Applicants**

If you are appointed to the post and you are in receipt of Benefits 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.

### **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.

### **Probationary Period**

You will be on a six month probationary period during time which you will be expected to establish your suitability for this post.

### **Pension**

Following a deferral period of three months, you may be automatically enrolled into the Company Pension Scheme with NOW Pensions depending on your level of earnings and age. However you will have the opportunity to 'opt out'. Details of the scheme 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, LED Leisure Management Ltd, Unit 16A, Woodbury Business Park, Woodbury EX5 1AY. On-line applications may be forwarded via the website. The closing date for this post is **22<sup>nd</sup> March 2019** 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 Application 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. Please refer to the Data Protection & Privacy Notice located on the website for further information.

Thank you for responding to our advertisement. If you have any questions please email: [hr@ledleisure.co.uk](mailto:hr@ledleisure.co.uk)

## **JOB DESCRIPTION**

<b>Post title</b>	Apprentice Customer Services Assistant
<b>Service</b>	Ocean, Exmouth
<b>Grade</b>	LED 1 £4.08 per hour
<b>Responsible to</b>	Management Team
<b>Responsible for</b>	None

### **Special:**

***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 Ocean Leisure complex, ensuring that all safety, customer service and quality standards are met.

### **Key activities**

1. Ensure high levels of customer service and quality control are maintained at all times in the bowling reception and entertainment areas.
2. To assist in the food and beverage operations as required, including open/close down procedures, service, stock control and cash control.
3. Assist with reception duties; taking bookings, general enquiries, cash control, giving out shoes and bowling area.
4. Assist with the cleaning of the lanes & machinery and assisting with minor faults.
5. Assist with the general cleaning of the facility as required.
6. Assist in the bowling area as required, ensuring the area is kept clean and tidy and occupation levels are kept within agreed limit.
7. Assist in the party area as required ensuring a high level of customer service.
8. Assist management in supervising the use of facilities by organizations and individuals, ensuring that high standards of safety are maintained for both customers and staff.
9. Drive to achieve annual targets and KPI's.
10. Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations, reporting any issues to management.
11. Ensure that the security of the premises is maintained at all times.

### **All staff also have the following activities included in their job descriptions:**

12. **Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.**

13. **Ensure LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
14. **Recognize your role in forming constructive relationships, to help promote positive communication across the organisation.**
15. **Act as an ambassador for LED in your dealings with customers, stakeholders and others.**
16. **Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hour's meetings.**
17. **Comply with LED's Constitution, policies and procedures.**
18. **Perform any other relevant activities, commensurate with the grading of your post.**

**This job description was reviewed in March 2019 by Assistant General Manager**

## **SPECIAL CONDITIONS**

### Training

You are reminded of both LED's and your responsibility to comply with safe working practices, which will include attendance at training sessions as outlined in the training summary for 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.

## PERSON SPECIFICATION

Post title: Apprentice Customer Services Assistant

Grade: LED1 £4.08 per hour

Service: Ocean, Exmouth

Category	Requirements	Essential (E)/ Desirable (D)	Method of Assessment (Application Form/Interview)
<b>Education/Training</b>	1. Good general education	E	Application Form
<b>Experience</b>	2. Evidence of practical experience working in a similar environment	D	Application Form/Interview
<b>Knowledge</b>	3. An understanding of the leisure & hospitality industry	D	Interview
<b>Skills/Abilities</b>	4. A good level of literacy, including computer literacy	D	Application Form/Interview
	5. Accuracy and attention to detail	E	Interview
	6. Ability to work on own initiative as well as part of a team	E	Interview
<b>Personal qualities and attributes</b>	7. Empathy with public and customers and their perceptions	E	Interview
	8. Previous experience of working with the general public	D	Interview
	9. <b>Friendly and outgoing personality</b>	E	Interview
	10. <b>Discretion</b>	E	Interview
	11. <b>Positive outlook</b>	E	Interview
<b>Other relevant factors</b>	12. <b>Willingness to work non-standard hours on occasions</b>	E	Interview
	13. <b>Commitment to equal opportunities</b>	E	Interview
	14. <b>Ability to work in a non-smoking environment</b>	E	Interview

All staff have the activities highlighted in bold included in their person specification.

## 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

**LED Leisure Management Ltd (LED) promotes 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 Disclosures and Barring Service (DBS).
2. We will co-operate with the DBS 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 Disclosures and Barring Service (DBS), will be paid by LED.
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 Disclosures and Barring Service (DBS), 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.