



Duty Manager  
Sidmouth Leisure Centre & Sidmouth Pool  
Ref: LEDdm057

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

Tel: 01393 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 the **25<sup>th</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>	Duty Manager
<b>Service</b>	Sidmouth Leisure Centre & Sidmouth Swimming Pool
<b>Grade</b>	£17,772 per annum (Inclusive of all enhancements)
<b>Responsible to</b>	Leisure Manager
<b>Responsible for</b>	All staff employed at the Leisure Centre
<b>Special:</b>	

***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 the Leisure Manager with the safe, efficient and effective management of the Leisure Centre deputising for him/her in his/her absence.

Assist the Leisure Manager to communicate, implement and achieve the centers annual target Key Performance Indicators (KPIs), aims and objectives, providing leadership, motivation and coaching to Team members.

### **Key activities**

Assist the Leisure Manager with the management and delivery of the following:

1. Ensure that LED's Values of Opportunities, Sustainability, Our Customers and Our Team are central to all activities and communicated to all staff:
2. Opportunities: Manage and deliver the opportunities offered in line with LED standards and Values, including an effective programme of leisure, health and cultural activities at the respective facilities.
3. Our Customers: Manage and deliver high standards of customer service, facility, equipment and programme investment in line with LED standards and Values, including operation and maintenance of buildings, plant and machinery to ensure that compliance with Fire, Health & Safety, Food and Hygiene Regulations and procedures.
4. Our Team: Manage and value Team members, ensuring that they receive the investment in time, resources and CPD to meet business and customer needs in line with LED standards and Values.
5. Sustainability: Work with the Leisure Manager to communicate and implement clear business and investment strategies that benefit LED, our stakeholders and the environment, including KPIs and the sound management of all budgets and financial and administrative matters in line with LED standards and Values.

Specifically, the Duty Manager will be responsible for ensuring the following:

6. Deputise for the Leisure Manager in her/his absence.
7. Lead on a key area/s of facility operations, e.g. sports, group exercise, swimming, fitness
8. Supervise the use of facilities by organisations and individuals, ensuring that high standards of safety are maintained for both customers and coaching staff.
9. Ensure high standards of customer service are maintained at all times.
10. Be responsible for the day-to-day management of all cash receipts, records, stock control and retail activities as appropriate.
11. Cover reception duties as required.
12. Be responsible for the management of First Aid and Emergency action during the Centre's opening hours.
13. Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations.
14. Ensure that the security of the premises is maintained at all times.
15. Assist the Leisure Manager with the development of a comprehensive programme of use.
16. Be responsible for the supervision of reception and other facility assistants.
17. Centre wide responsibility for Finance & Administration.
18. Ensure that public and staff safety is maintained, particularly in circumstances where a higher level of risk is considered to exist.

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

- 19. Support and promote LED's 'Vision and Values', leading by example.**
- 20. Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.**
- 21. Ensure LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
- 22. Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.**
- 23. Act as an ambassador for LED in your dealings with customers, stakeholders and others.**
- 24. Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.**
- 25. Comply with LED's Constitution, policies and procedures.**
- 26. Perform any other relevant activities, commensurate with the grading of your post.**

## **SPECIAL CONDITIONS**

### Hours

- a) The work arrangement, to be agreed by the Manager will and will average 37 hours per week, which may include evening and weekend and public holiday/extra statutory duties.
- b) If overtime working is required (over and above the average of 37 hours per week) then either you will be paid at flat 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 Head of Customer Service.

### 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 Leisure Centre staff. We will endeavour 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: Duty Manager  
 Grade: £17,772 per annum  
 Service: Sidmouth Leisure Centre & Sidmouth Swimming Pool

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form / Interview)
Education/Training	1. 5 GCSEs Grade C or above inc. Maths & English or equivalent	E	Application form
	2. I.T. competence in Word and Excel	E	Application Form
	3. Current First Aid at Work Certificate	D	Application Form
	4. Leisure Management supervisory qualification	D	Application Form
	5. National Pool Lifeguard Qualification	D	Application Form
Experience	6. Previous duty management experience in a related environment	E	Application Form / Interview
	7. IT experience including Word, Excel & Email applications	E	Application Form / Interview
	8. Experience with a computerised Leisure Management System	E	Application Form / Interview
	9. Minimum 2 years supervisory experience within a Leisure/Gym environment	E	Application Form / Interview
	10. Coordinating fitness and/or group exercise activities	D	Application Form / Interview
	11. Coordinating sports programmes or playscheme activities	D	Application Form / Interview
Knowledge	12. An understanding of current legislation within the leisure industry (including marketing and customer service strategies)	E	Interview
Skills/Abilities	13. Ability to communicate clearly orally and in writing	E	Interview
	14. Ability to remain calm in emergency situations	E	Interview
	15. Leadership skills	E	Application Form/Interview
	16. I.T. skills	E	Application Form
	17. Time management skills	E	Interview
	18. Able to work independently and as part	E	Interview

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form / Interview)
	of a team		
Personal qualities and attributes	19. Interest in sport, health & exercise activity development	E	Application Form/Interview
	20. Flexibility for weekend/evening work	E	Interview
	21. <b>Friendly and outgoing personality</b>	<b>E</b>	<b>Interview</b>
	22. <b>Discretion</b>	<b>E</b>	<b>Interview</b>
	23. <b>Positive outlook</b>	<b>E</b>	<b>Interview</b>
<b>Other relevant factors</b>	24. <b>Willingness to work non-standard hours on occasions</b>	<b>E</b>	<b>Interview</b>
	25. <b>Commitment to equal opportunities</b>	<b>E</b>	<b>Interview</b>

All LED's 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 Disclosure and Baring Service (DBS).
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 *accepted* 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 Disclosure and Baring 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 Disclosure and Barring Service (DBS). 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.