



Assistant General Manager
Ocean, Exmouth
Ref: LEDagm001

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 16, 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
- St Michael's Hall
- 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 two representatives from East Devon District Council
Executive	Chief Executive, Head of Finance, Head of Business Development & Marketing, 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.

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 16, Woodbury Business Park, Woodbury EX5 1AY. On-line applications may be forwarded via the website. The closing date for this post is the **19th March 2018** 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.

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

Post: Assistant General Manager (Ref:agm001)

Salary: £28,500 - £30,000 per annum

Location: Ocean, Exmouth

Closing date: Monday 19th March 2018

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Ocean

Ocean is a leisure and entertainment complex, including tenpin bowling and a large soft play area, that also boasts a large Grill Bar Restaurant on the ground floor, a Café Bar on the first floor, with a meeting room for 30 people and a prestigious function suite on the second floor that accommodates weddings, conferences and events for up to 250 people.

We are now seeking an Assistant General Manager to join our dynamic organisation at a time of significant change and growth. You will have proven management experience in hospitality or leisure, with the drive and energy to ensure effective business development in line with LED's Values. You will be managing a large team therefore leadership skills and motivational qualities are essential. You must be ambitious, determined, goal-orientated and a team player.

Benefits include an Unlimited Leisure and Gym Membership, 6% pension contribution, CPD opportunities to enable career progression within our expanding Company and Employee Benefit Schemes including Cycle to Work Scheme, Childcare Vouchers and Health Cash Plan.

Your hours of work will be flexible, working 45 per week, including weekends, evenings and public holidays.

Job purpose

Responsible for liaising with clients to plan, organise and manage events, functions and meetings to meet requirements within budget.

Assist the General Manager to communicate, implement and achieve the facility's annual target Key Performance Indicators (KPIs), and aims & objectives, providing leadership, motivation and coaching to Team members.

Essential attributes

- Minimum 2 years Management experience within a leisure or hospitality environment
- Experience in organising & running events/functions
- Experience in food & beverage operations
- Experience in managing budgets
- Experience of working towards targets and KPIs
- Experience of maintaining financial records & administration
- Excellent organisational and time management skills with an eye for detail
- Knowledge of current legislation within the leisure or hospitality industry
- Excellent communication skills – both written and verbal
- Ability to work under pressure
- Ability to remain calm in emergency situations
- GCSE mathematics and English Language Grade C and above

Desirable attributes

- Leisure or Hospitality Management Qualification
- Experience in sales and business development
- Current First Aid Qualification

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JOB DESCRIPTION

Post title	Assistant General Manager
Service	Ocean, Exmouth
Grade	LED 7 (Inclusive of all enhancements)
Responsible to	General Manager
Responsible for	Duty Managers, Team Leaders, Customer Service Assistants & kitchen staff

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 the General Manager with the safe, efficient and effective management of the facility, deputising for him/her in his/her absence.

Assist the General Manager to communicate, implement and achieve the facility's annual target Key Performance Indicators (KPIs), aims and objectives, providing leadership, motivation and coaching to Duty Managers and Team members.

Key activities

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

1. Ensure that LED's Values of Opportunities, Service, People, Partnerships and Sustainability 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.
3. Service: 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 compliance with Fire, Health & Safety, Food and Hygiene Regulations and procedures.
4. People: 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. Partnerships: Work and liaise with key partners to achieve mutually beneficial outcomes, particularly on joint provision sites, in line with LED Values.
6. Sustainability: Work with the General 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 Assistant General Manager will be responsible for ensuring the following:

7. Deputise for the General Manager in her/his absence.
8. Manage the team of Duty Managers and provide support and training as necessary.
9. Supervise the use of facilities by organisations and individuals, ensuring that high standards of safety are maintained for both customers and staff.
10. Ensure high standards of customer service are maintained at all times.
11. Be responsible for the day-to-day management of all cash receipts, records, stock control and retail activities as appropriate.
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 General Manager with the business development of the food and beverage operations.
16. Centre wide responsibility for Finance & Administration.
17. Ensure that public and staff safety is maintained, particularly in circumstances where a higher level of risk is considered to exist.
18. The effective management, operation and maintenance of buildings, plant and machinery and to ensure that the facilities comply with Fire, Health & Safety, Food and Hygiene Regulations in liaison with the General Manager.
19. Responsible for the management of First Aid and Emergency action when on duty.
20. Ensure that the Security of Premises is maintained at all times when on duty.
21. Contribute to section wide operational initiatives as agreed with the General Manager.
22. Contributing to reports for Trustees, Executive Management Team and partner working groups to consider on issues relating to the facility, attending meetings as required.
23. Ensure that department managers are conducting regular performance appraisals and drawing up appropriate action and developmental training plans for their subordinate managers, using job descriptions as a guide.
24. To stay "close to the customer" and maintain effective communication with him at all times through a planned programme of formal meetings and entertainment.
25. To be aware of current trends in the industry and make suggestions how these could be implemented for the benefit of the company.

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

26. **Support and promote LED's 'Mission, Vision and Values', leading by example.**

27. **Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.**
28. **Ensure LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
29. **Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.**
30. **Act as an ambassador for LED in your dealings with customers, stakeholders and others.**
31. **Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.**
32. **Comply with LED's Constitution, policies and procedures.**
33. **Perform any other relevant activities, commensurate with the grading of your post.**

This job description was reviewed in February 2018 by the General Manager

SPECIAL CONDITIONS

Hours

The work arrangement, to be agreed by the General Manager, will average 45 hours per week, which may include evening and weekend and public holiday/extra statutory duties.

Opt-Out Agreement

You agree that you may work for more than an average of 48 hours a week. You may end this agreement by giving 3 months' notice in writing.

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 required. 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: Assistant General Manager

Grade: LED 7

Location: Ocean Leisure Complex, Exmouth

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form / Interview)
Education/Training	1. 5 GCSEs or equivalent 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. BTEC or NVQ level 3 equivalent in Leisure or Hospitality Management	D	Application Form
	5. Level 2 Food Safety	D	Application Form
Experience	6. Minimum 2 years Management experience within a leisure or hospitality environment	E	Application Form / Interview
	7. Experience in organising & running events/functions	E	Application Form / Interview
	8. Experience in food & beverage operations	E	Application Form / Interview
	9. Experience in soft play, bowling and/or entertainment operations	D	Application Form / Interview
	10. Experience in maintaining financial records & administration	E	Application Form / Interview
	11. IT experience including Word, Excel & Email applications	E	Application Form / Interview
Knowledge	12. Knowledge of Health & Safety procedures	E	Interview
	13. Knowledge of Health, Hygiene & Licensing Regulations	E	Interview
	14. An understanding of current legislation within the leisure & hospitality industry	E	Interview
	15. Understanding of accounting concepts	D	Interview
Skills/Abilities	16. Ability to communicate clearly orally and in writing	E	Interview
	17. Ability to remain calm in	E	Interview

Category	Requirements	Essential (E) Desirable (D)	Method of Assessment (Application Form / Interview)
	emergency situations 18. Leadership skills 19. I.T. skills 20. Time management skills 21. Able to work independently and as part of a team	E E E E	Application Form/Interview Application Form Interview Interview
Personal qualities and attributes	22. Interest in leisure, hospitality and entertainment 23. Flexibility for weekend/evening work 24. Friendly and outgoing personality 25. Discretion 26. Positive outlook	E E E E E	Application Form/Interview Interview Interview Interview Interview
Other relevant factors	27. Willingness to work non-standard hours on occasions 28. Commitment to equal opportunities 29. Ability to work in a non-smoking environment	E E E	Interview Interview Interview

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

General Manager reviewed this person specification in February 2018.

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.