



Sales & Events Manager
Ocean, Exmouth
Ref: LEDem003

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.

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| 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: Sales & Events Manager (Ref:em003)

Salary: £21,600 per annum (OTE £30k)

Location: Ocean, Exmouth

Closing date: Monday 19th March 2018

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.

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 a Sales & Events Manager to join our dynamic organisation at a time of significant change and growth. You will have proven events management experience, with the drive and energy to ensure effective business development in line with LED's Values. You will be managing a small team to effectively run events, 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

- Sales experience
- Experience in organising & running events/functions
- Minimum 2 years supervisory experience within a leisure or hospitality environment
- 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

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|------------------------|---|
| Post title | Sales & Events Manager |
| Service | Ocean, Exmouth |
| Grade | LED 5 (Inclusive of all enhancements) |
| Responsible to | General Manager |
| Responsible for | Team Leaders, Customer Service Assistants |

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:

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.

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 Sales & Events Manager will be responsible for ensuring the following:

7. Dealing with enquiries – follow-up, show-round of facilities and confirmation of booking.
8. Organise and plan events, liaising with key stakeholders (client, suppliers, Head Chef & staff), to ensure a high level of service and customer satisfaction is achieved.
9. Liaison with the Finance Assistant regarding the organisation of pre and post payment.
10. Liaising with the client after the event for feedback and de-brief staff as required.
11. Assist the General Manager with the business development of the events and function facilities, including marketing, social media and outreach.
12. Organising and running in-house events and promotional fairs.
13. Supervise the use of facilities by organisations and individuals, ensuring that high standards of safety are maintained for both customers and staff.
14. Events Team – recruit, train and manage team members to deliver high standards of customer service at all times.
15. Be responsible for the management and administration of the Ocean Suite stock control, cash and invoicing as appropriate.
16. Be responsible for the management of First Aid and Emergency action during the event.
17. Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations.
18. Ensure that the security of the premises is maintained at all times.
19. Ensure that public and staff safety is maintained, particularly in circumstances where a higher level of risk is considered to exist.
20. Duty Management responsibilities as required including being a key holder.
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.

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

17. **Support and promote LED's 'Mission, Vision and Values', leading by example.**
18. **Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.**
19. **Ensure LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.**
20. **Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.**

21. Act as an ambassador for LED in your dealings with customers, stakeholders and others.
22. Attend meetings as required during working hours, or with a minimum of 24 hours notice for out of hours meetings.
23. Comply with LED's Constitution, policies and procedures.
24. 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 Manager will and 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.

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.